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# Document Supply Service for Effective Resource Sharing: A Case Study of Tata Institute of Social Sciences, Mumbai

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**Abstract:** The growth of the literature in an exponential manner has created a situation where no library is self sufficient. With universities initiating new academic programmes, number of students increasing, it has become difficult for libraries to meet the growing information needs of clientele. In such a scenario, it is the interlending and Document delivery services that help libraries in winning over this situation. This article explains the reasons for interlending and document supply services and how TISS is utilizing this service to achieve the maximum satisfaction of its clientele. The primary purpose of this paper is to outline findings of Inter Library Loan and Document Delivery Service provided to users in TISS for the period 2002-2008. The findings are primarily based on the database maintained at library. This article reiterates the fact that interlending and document delivery still continues to be the best practice at libraries for achieving the resource sharing among participating libraries.

## 1. INTRODUCTION

Library being a service-oriented organization, intend to meet the information requirements of the users. It provides various kinds of services such as current awareness service, selective dissemination of information, translation service, photocopying service, document delivery service etc. Interlending & Document delivery service plays an important role in the dissemination of information in any library. Interlending & Document Delivery Supply is a service that obtains copies of journal articles and the loan of books for research and reference purpose. Items available through Inter Lending & Document Delivery include books, journal articles, conference proceedings, annual reports, DVD's etc. Journals articles are usually supplied in photocopy or electronic format.

## 2. NEED FOR INTERLENDING DOCUMENT DELIVERY SERVICE

Document delivery service becomes a necessity in case of libraries which aim to give better service to its users by providing efficient access to information. Users' expectations and demand grow constantly. Library should be able to provide them with as wide an array of information as possible. Because of the inability of being self-sufficient, libraries have to co-operate between them via interlibrary loan, with document supply centres or commercial document supply centres.

The shared use of individual library collections is a necessary element of resource sharing among libraries. Just as no library can be self-sufficient in meeting all the information needs of its users, so no one can be self-sufficient. The supply of loans and copies between libraries in different libraries is a valuable and necessary part of the document delivery process. The reasons why resource sharing is becoming significant day by day is mainly due to:

- 1 Increasing cost of documents
- 2 Tremendous growth of literature
- 3 Declining library budget



- 4 Reduction in operational cost of libraries
- 5 Technological solutions
- 6 User need satisfaction
- 7 Optimum utilization of existing resources
- 8 Out of print books
- 9 Rare Books

### **3. IMPORTANCE OF NETWORKED ENVIRONMENT**

The concept of networking resource sharing among libraries emanated basically from growing realization to minimise the expenditure and maximise the use with the networks, sharing of information resources through several ways like online access to catalogues, co-operative acquisition of printed and electronic information resources, online access to union catalogue.

### **4. REVIEW OF LITERATURE**

An attempt has been made to review the selected literature on use of interlibrary loan and document delivery services. For this purpose, a retrospective search of literature on the above facets was done on online databases like LISA, Emerald and the available library science journals in the institute. Naidu, G and Gunjal S.R. (2002)<sup>1</sup> studied the interlibrary loan service with special reference to Indian agricultural libraries. This study examines what types of documents were borrowed and lent, what were libraries' responses. These also helped authors to measure the popularity of inter library loan service among these libraries.

McFarland<sup>2</sup> describes a project using chemical Abstracts Document Delivery Service carried out by the Chemistry Library of Washington Universities Libraries where a comparative analysis of nine commercial document delivery vendors was carried out. Documents were compared on cost, expected and actual time of delivery, reliability, efficiency and vendor responsiveness. Harer<sup>3</sup> points out that user have acquired increased information identification and access but that delays at the delivery end can still bring frustration. He highlighted the need for enhanced information delivery to keep pace with technological developments in access and verification.

As channels of information exchange move from one type of items such as books and journals to databases and electronic journals, the costs keep increasing and are related to actual use. Bierman<sup>4</sup> describes costs and charges, some libraries pay for ILL access out of their operating budget, others subsidise the service and charge the user a flat rate fee for each request while others charge the actual cost of providing the service. On the same lines, Janke<sup>5</sup> conducted a survey about the ways of accessing technical information like rules and standards. This kind of specific information requests have several unique problems, one being that they are not usually published via the book trade or lent out by libraries.

Coming to the problems of providing document delivery service using electronic resources, a study by Racine<sup>6</sup> describes in detail some problems of electronic full text journals in academic libraries. Author points out that where electronic full text is concerned the humanities and social sciences could well miss out because the money driving development is in other disciplines. This article also shows the necessity to inform users of the time coverage of electronic journals and the need to inform them of which journals has electronic text available. Libraries will have to annotate their on-line catalogues

accordingly. Nevertheless this article advocates state electronic text centers, as a form of co-operative collection, without the problems of transporting material, which apply to no-electronic material.

## 5. OBJECTIVES OF THE STUDY

- a) To know the magnitude of interlending services received by and given by TISS
- b) To find the number of document delivery cases transacted from and to TISS
- c) To project the trend of interlending and DDS for future.

The prime objective of any library is to meet the information requirements of its clients most effectively. To meet this objective, the library builds collection of learning resources in a planned manner and offers a variety of information services to inform the users what is available in their areas of interest. All these services generate requests from the users for the original documents (Xia and Lei)<sup>7</sup>. The service that supplies the required documents to the user on demand is known as document delivery service. This case study has the primary objective of studying the usage of inter lending and document delivery service by different users like faculty, research scholars and students at Sir Dorabji Tata memorial Library, Tata Institute of Social Sciences, Mumbai.

## 6. INTERLENDING AND DOCUMENT DELIVERY SERVICE AT TISS

Sir Dorabji Tata Memorial Library at TISS, as on date is having a collection of over 1,08,000 books and journal bound volumes. Being a premier institute in the area of social sciences and social work, library consistently makes a serious effort to build the collection to meet all the requirements of the course programmes being offered at the institute. Realizing that at times it is becoming increasingly difficult to meet the needs of users, library opted for inter library and lending services. Currently, library has this resource sharing arrangement with over 9 major institutes/universities and also has a membership for the DELNET services, thereby enhancing its reach for getting inter library loans.

Presently, library has the following components for offering its Inter library and interlending service.

- 1 Use of Web OPAC
- 2 Document ordering
- 3 Automatic Document Delivery
- 4 Regular Delivery of pre-specified documents
- 5 Electronic mail
- 6 Transfer of documents between participants and participating libraries

### 6.1 Libraries participating in the Interlending and document Supply service

The academic staff like faculty, project staff and research scholars are the heavily used users of this service at TISS. This service is also extended to students who are working towards their assignments, dissertations and day to day classroom consultations. Interlending and document supply service is one of the services the library offers to the teaching staff, Research Scholars and students of the institute to their teaching and research. Members of the teaching staff and research scholars are the heaviest users of this service. The following libraries are approached for offering the interlending and document supply service.

- 1 Indira Gandhi Institute for Development Research, Mumbai



- 2 International Institute for Population Studies, Mumbai
- 3 Indian Institute of Technology, Mumbai
- 4 British Council Library, Mumbai
- 5 American Resource Centre, Mumbai
- 6 Mumbai University, Mumbai
- 7 SNDT, Women's University, Mumbai
- 8 Nirmala Niketan, College of Social Work, Mumbai
- 9 National Institute of Industrial Engineering, Mumbai
- 10 Developing Library Networks, (DELNET) New Delhi
- 11 Other Libraries

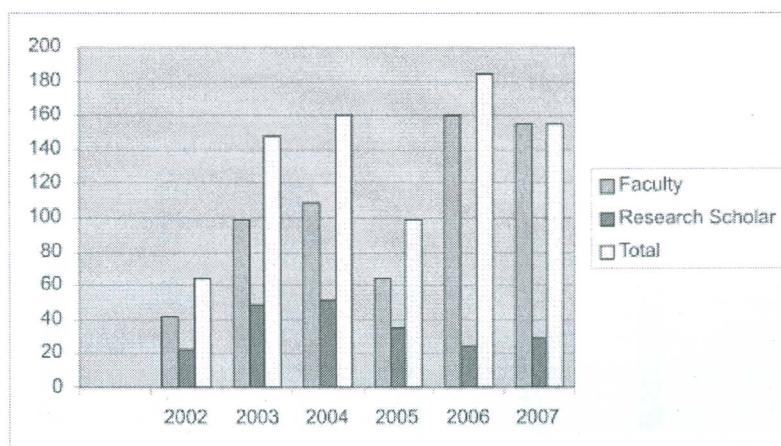
### 6.2 Interlending and Document Supply Requests

It is evident from the Table-1 that Number of users requesting for Interlending and document supply services has been increasing consistently except 2005 and 2007 the number of requests is less.

**Table No.1: Interlending and Document Supply Requests**

Year January- December	Total Number of loan requested received	Total Number of loan requested satisfied of which	%
2002	88	64	72.72
2003	168	148	88.09
2004	190	160	84.21
2005	120	99	82.50
2006	214	184	85.98
2007	170	155	91.17

However, success rate of library in meeting those requests has been consistently upward. In the year 2006, 214 requests are received out of which 184 requests are fulfilled. And in 2004, 190 requests were received, out of which 160 were fulfilled. In the year 2007, 170 requests were received, out of which 155 were fulfilled.



**Fig. 1: Inter-lending and Document Delivery provided to different users During April-December 2002- 2007**



It is evident from the figure 1 that most of the faculty and research scholars utilised document delivery service, in the year 2006, 184 documents utilised followed by 2004, 160 documents, 2005, 155 documents, 2003, 148 documents, 2005, 99 documents and 2002, 64 documents.

### 6.3 Interlending and Document Supply provided to other libraries

The Figure 2 indicates that TISS library also provided Interlending and Document Delivery services to participating libraries in an equal manner. The figure shows that in 2002-03, there were 121 requests from other libraries and this loan request number grew to 190 documents in the 2007-08.

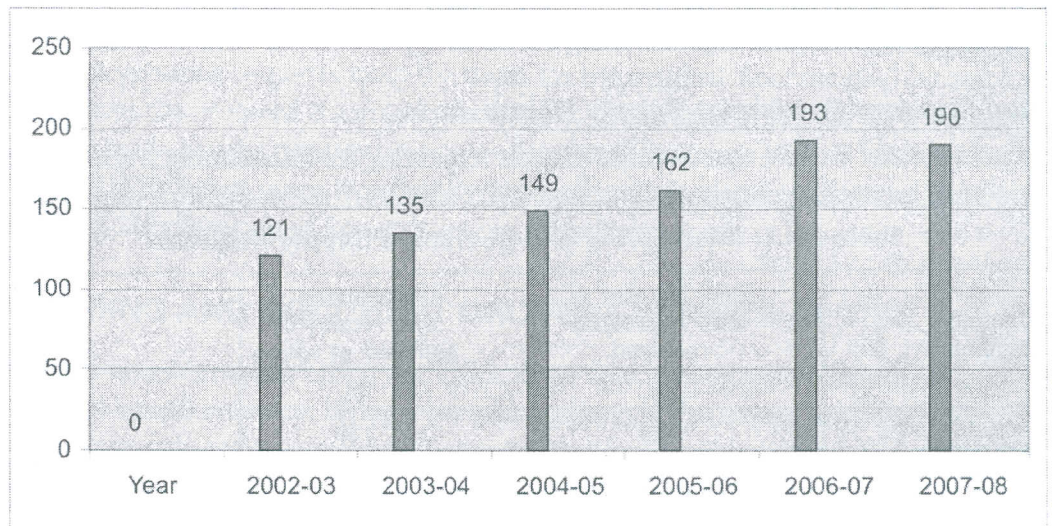


Fig. 2: Interlending and Document Delivery provided to other libraries

This healthy and balanced growth in the number of borrowings and the lending indicates that resource sharing by interlending is a mutually beneficial process where the users of all participating libraries get benefited.

### 6.4 Number of articles procured using Interlending and Document Supply

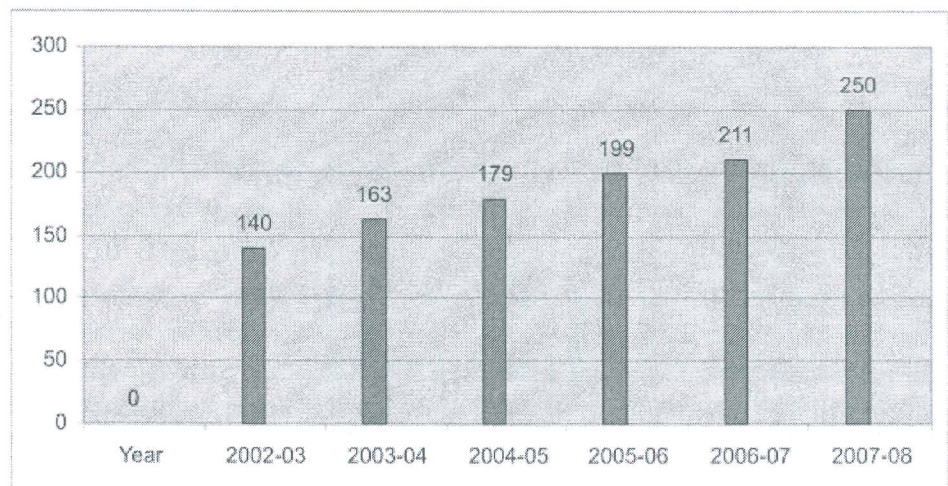


Fig. 3: No of Articles Delivered from Document Delivery Service



Journal articles also form a major portion of the documents being requested under Interlending service. Figure 3 shows the number of articles procured by TISS Library under lending service. IN 2002-03, the number of articles procured was 140. This has seen an increase and in year 2007-08, library procured more than 250 articles from different libraries for the benefit of its users

## 7. THE ROLE OF INFLIBNET-JCCC

INFLIBNET has initiated interlibrary loans and document delivery services from the comprehensive collection of subscribed 7500 full text journals under JCCC@UGC-INFONET. INFLIBNET has designated 22 libraries to fulfill ILL request from the users, affiliated to 149 universities covered under UGC. The ILL libraries together subscribe for 2000 plus journals that is not available through consortia, Universities can request for articles from the journal holdings of these libraries wherever they find useful articles in JCCC search, that are not available in that library.

## 8. FINDINGS AND SUGGESTIONS

In this case study the authors have taken into consideration the information needs of the users like faculty, research scholars and students, their requests for the document delivery services and the library's ability in successfully meeting those interlending requests. The data was collected, analyzed and examined in detail to understand the profile of document delivery and interlending services at TISS library. Inferences were drawn from the analysis of the data. Subsequently, following findings have been evolved.

- 1 That the number of requests for inter library loans has seen a consistent increase. This indicates that it is really essential for libraries, no matter how resourceful, to depend upon inter library loans to meet its users' demands.
- 2 TISS library has a creditable success rate (in the range of 80%) as far as procuring the documents requested under inter lending and document delivery service.
- 3 Journal articles continue to be significant items which are requested under documents delivery service along with books.
- 4 TISS library has also honoured considerable number of requests that it received from other libraries. This number of loans is comparable to what TISS library receives under inter lending service. This indicates that, this is a mutually beneficial resource sharing process to engage in inter lending services
- 5 There is need for regional libraries network services in Mumbai.

## 9. CONCLUSION

Libraries have realized the importance of Inter lending and document supply and hence are maintaining this service even in this digital environment. There are some difficulties in physical delivery of documents, but these have to be worked out. The financial constraints of libraries indicate that they have to be more cost-effective in inter-lending and document supply services (Jean)<sup>8</sup>. It would be interesting to see what role the inter lending and document supply services will play in the libraries profile of services (Senchal)<sup>9</sup>.

Running a service like interlending and document supply service involves dedicated staff and commitment towards users' satisfaction. Having dedicated staff and the commitment of library



administrators, TISS library will continue to keep the trend of scaling up their services of interlending and document delivery.

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