

Clemson University

TigerPrints

Presentations

University Libraries

11-2023

Teach a Man to Fish or Nourish Them to Grow? Debating Delivering Owned Articles Through Document Delivery Services

Rosemary Humphrey

Renna Redd

Follow this and additional works at: https://tigerprints.clemson.edu/lib_pres



Part of the [Library and Information Science Commons](#)



This Photo by Unknown author is licensed under CC BY.

TEACH A MAN TO FISH OR NOURISH THEM TO GROW? DEBATING DELIVERING OWNED ARTICLES THROUGH DOCUMENT DELIVERY SERVICES

Access Services Conference
November 16, 2023

PRESENTERS



Rosemary Humphrey (she/her)
Resource Sharing Librarian
Interim Assistant Director of Access Services
Kennesaw State University
rhumph13@kennesaw.edu

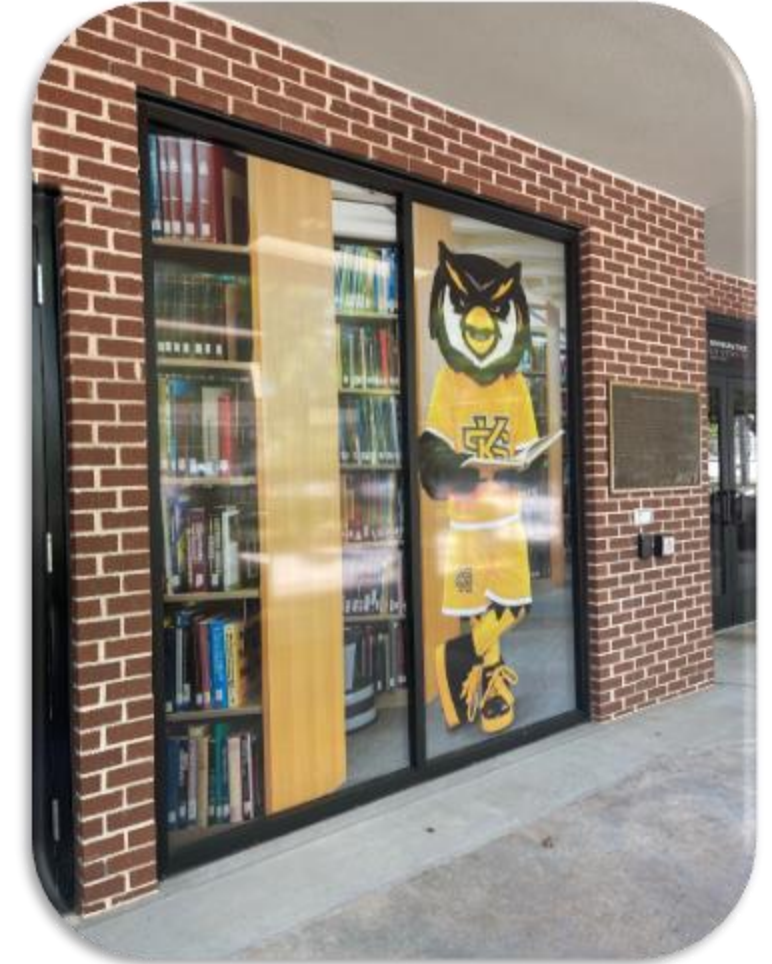


Renna Redd (she/her)
Collections Sharing and Delivery Coordinator
Interim Collection Development and
Management Coordinator
Clemson University
rennar@clemson.edu

- ❖ State institution, part of the University System of GA
- ❖ Enrollment of 45,000 students
- ❖ 2 Campuses, 2 Libraries, and an Off-site Repository
- ❖ Doctoral granting institution
- ❖ 330,000 Monographs
- ❖ 1.9 million ebooks and serials
- ❖ 456 Databases

Document Delivery Overview

- ❖ Scan articles/chapters from print and microfilm materials
- ❖ Provide link to electronic content





- ❖ Public institution in the state of South Carolina
- ❖ Enrollment of over 25,000 students
- ❖ 4 Libraries on main campus, Off-site Repository, 2 Libraries off campus
- ❖ Doctoral granting institution
- ❖ 800,000 Monographs
- ❖ 1 million + ebooks, journals, streaming media
- ❖ 684 Databases

Document Delivery Overview

- ❖ Scan articles/chapters from print and microfilm materials
- ❖ Provide PDFs of electronic content and deliver via ILLiad and Alma



DOCUMENT DELIVERY DEFINITION

The electronic delivery (pdf) of scanned physical and/or electronically held library materials (articles, book chapters, thesis, etc.) to the institution's current faculty, staff, and students.

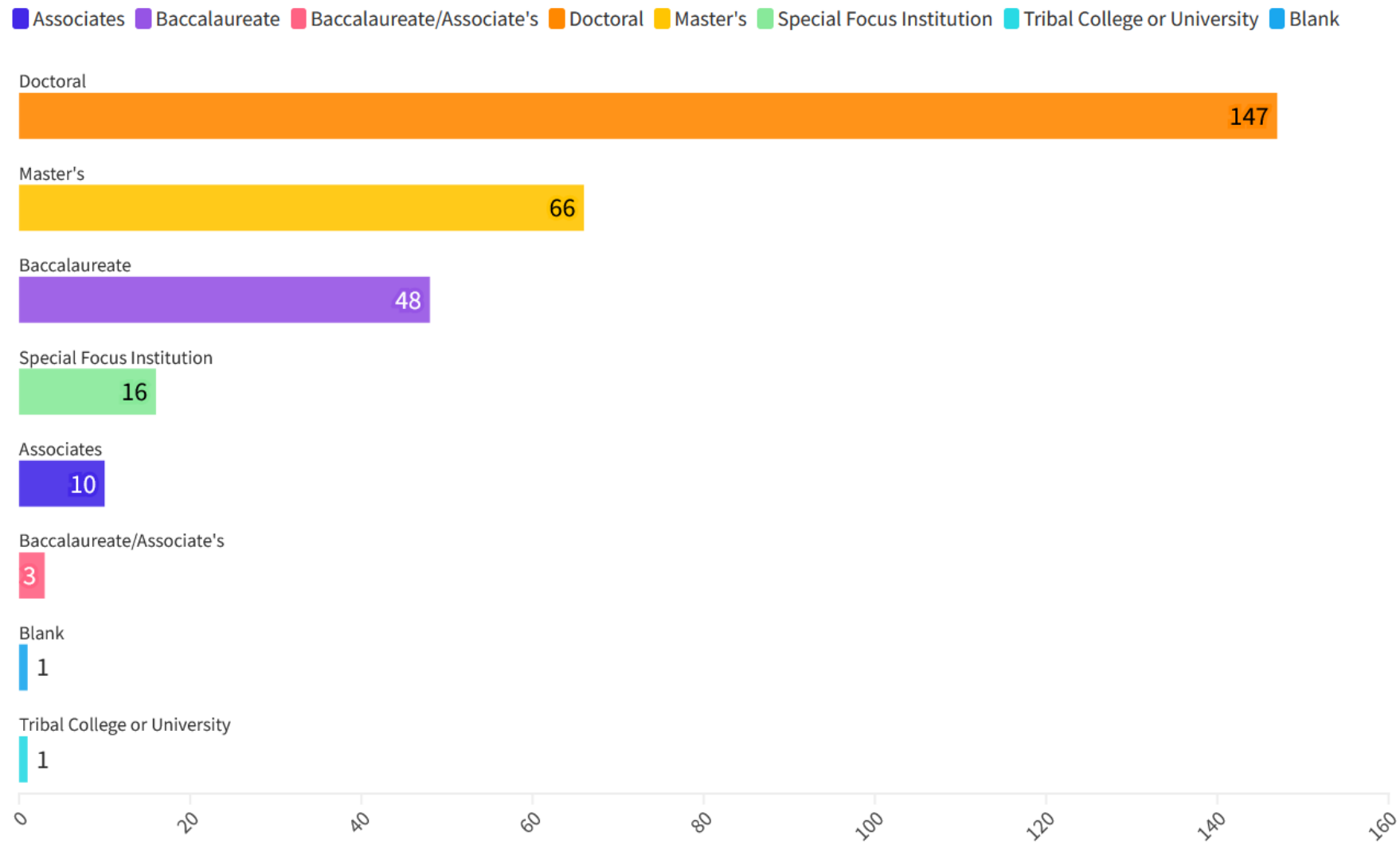




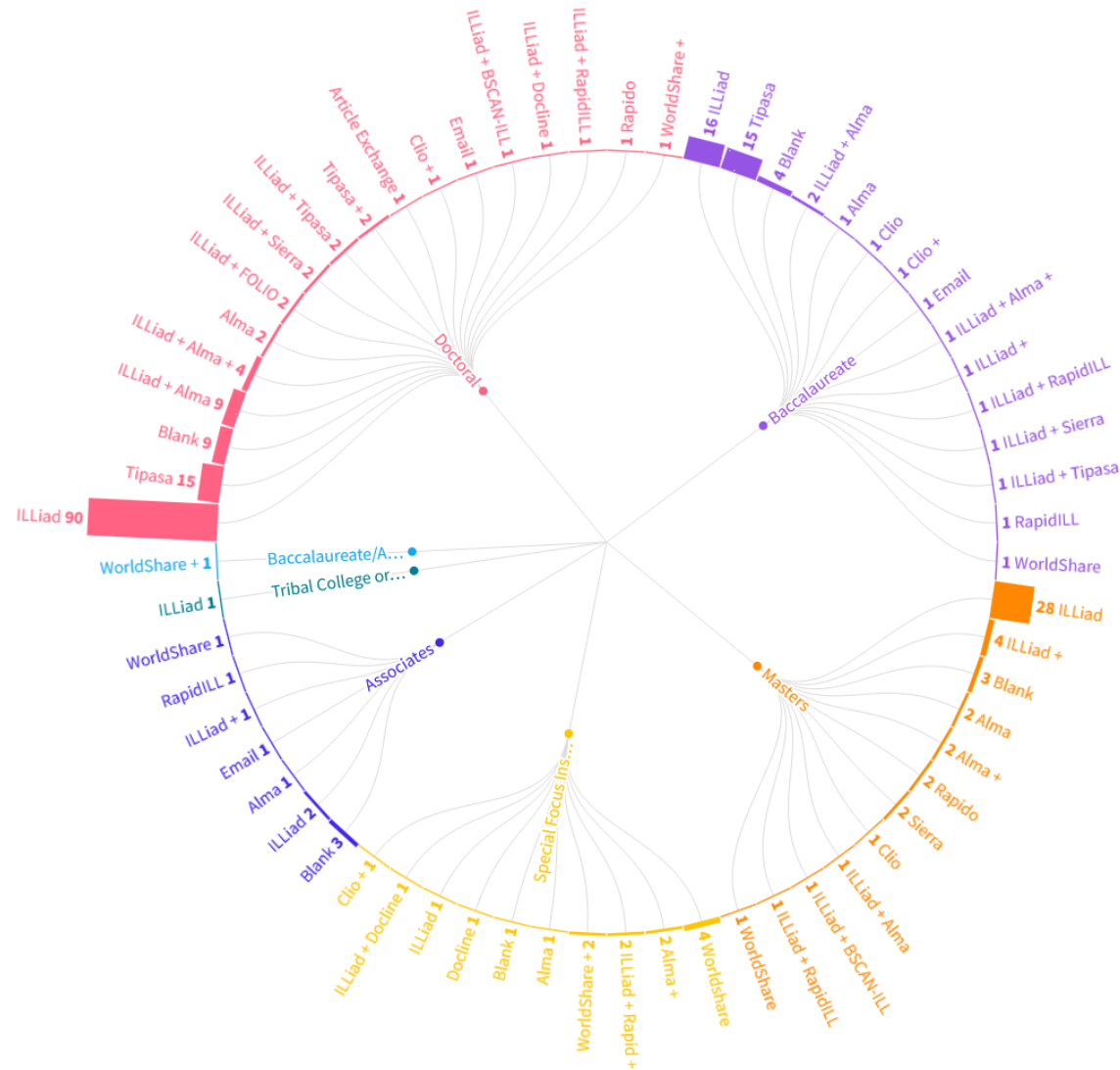
THE SURVEY

- Academic Libraries in the United States
- July 11 - Aug 11, 2023
- 12 Question Survey
- 344 Responses
 - 324 in US Libraries
 - 292 Provide DocDel

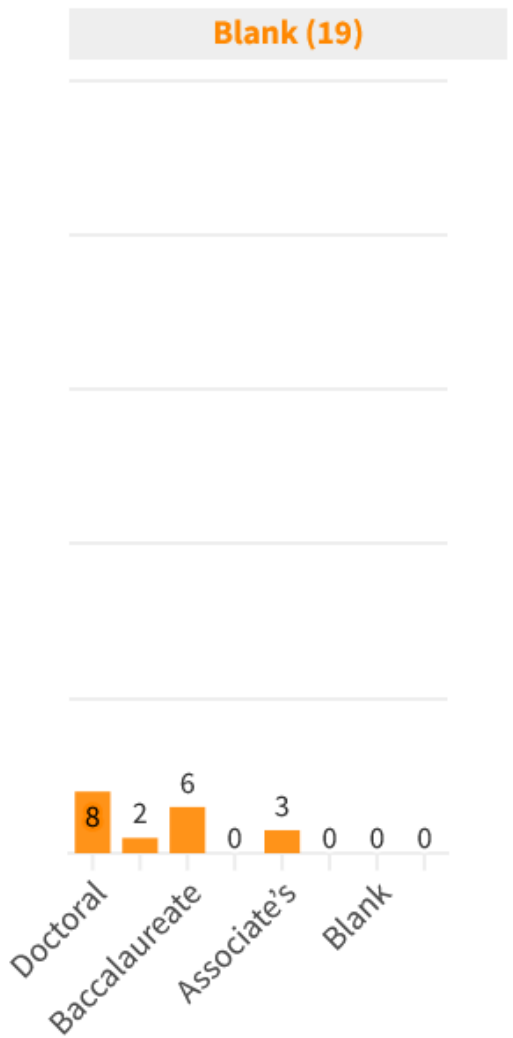
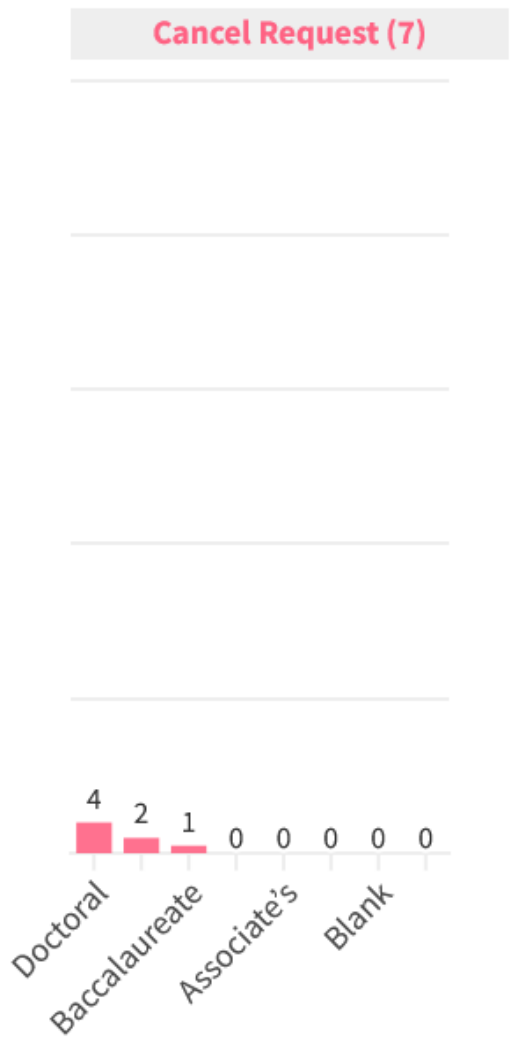
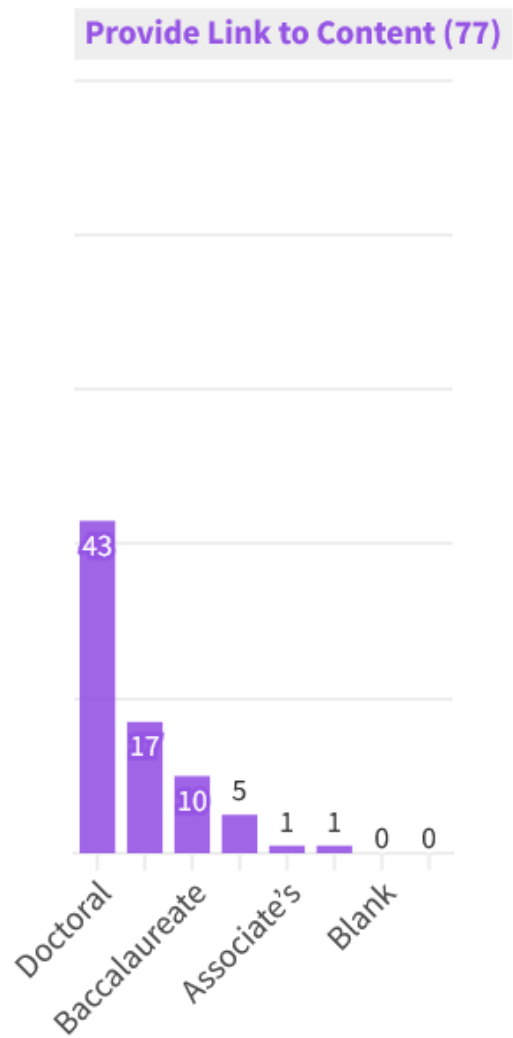
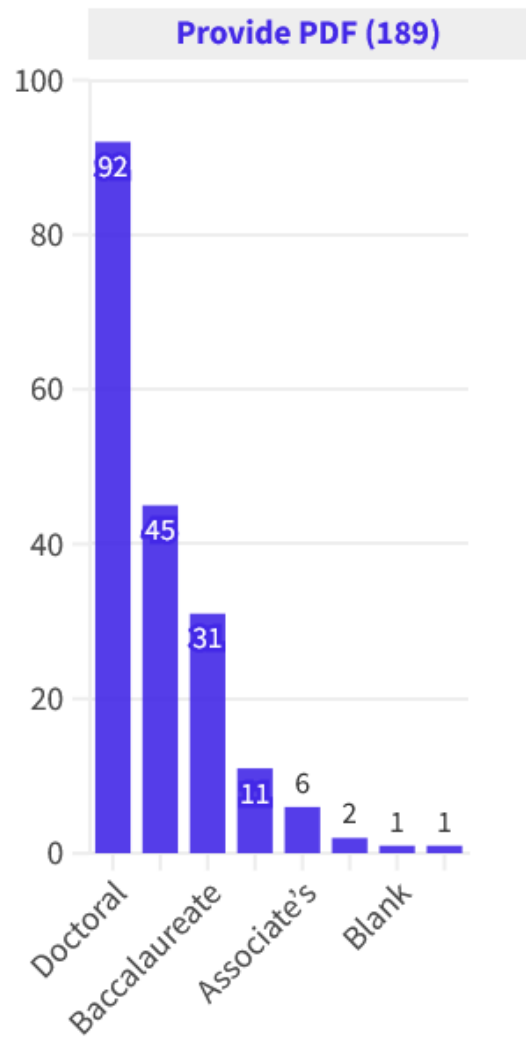
WHO IS PROVIDING DOC DEL?



WHAT SOFTWARE IS USED FOR DOC DEL?



WHAT DO THEY PROVIDE?

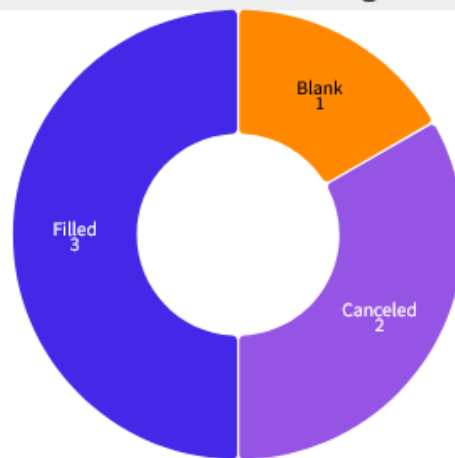


HOW ARE THEY RECORDING LINKS?

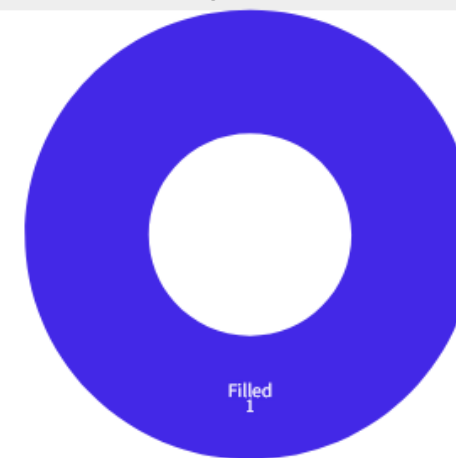
Associate's College



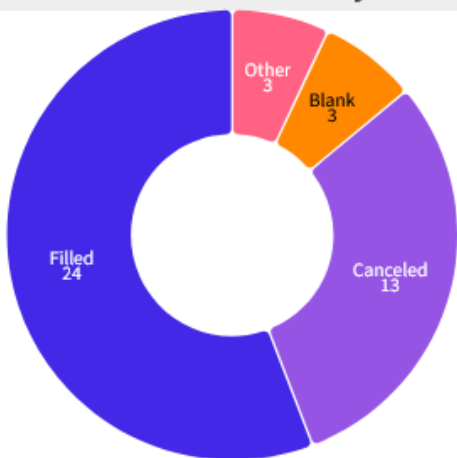
Baccalaureate College



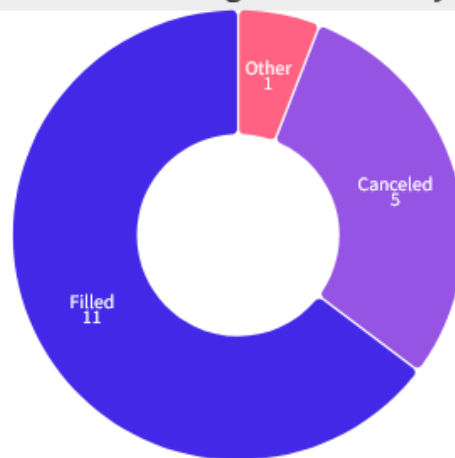
Baccalaureate/Associate's College



Doctoral University



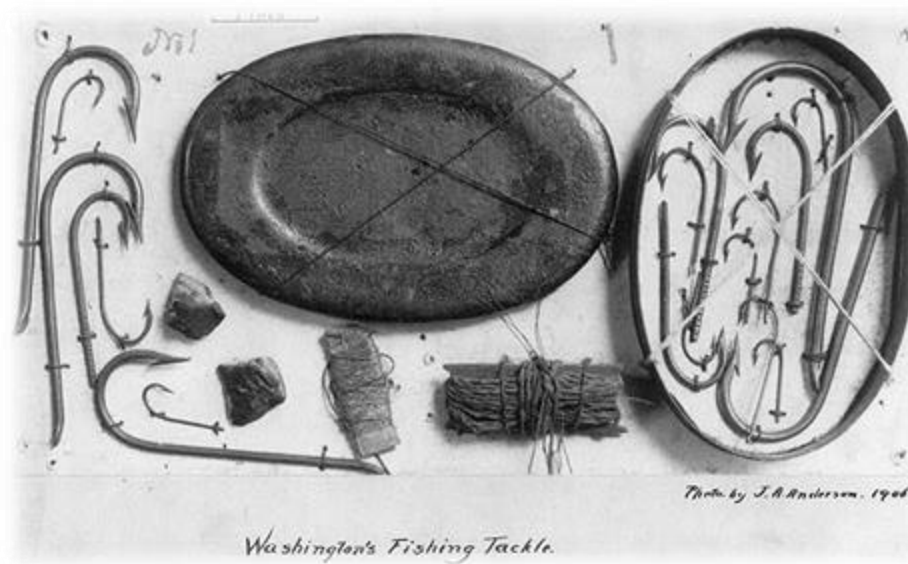
Master's College or University



Special Focus Institution



Inherited policy.
Reasoning given was that **we are a learning institution and we needed to teach users how to navigate library resources.**



This Photo by J.A. Anderson is in Public Domain

Previously we canceled, but now provide links to **hopefully encourage self-sufficiency**

We generally provide a link so that the patron can see where the document is located in our databases **in hopes that it will help them better navigate their searches in the future.**

There are **licensing restrictions** dependent on patron affiliation.

In terms of fair use/copyright, it **seems safer to provide a link** rather than a pdf.

It is **quick and easy to cancel** with an 'available online' cancellation message and include the link

Fastest, easiest, & least expensive

Saves ILL Staff time, provides immediate access to the document through our collections.

We provide the PDF for a few reasons. There are so many different places and ways that patrons are accessing information that they may be having an issue accessing the material directly themselves. Our clinical environments for technology can have some severe firewalls, and **providing links or cancelling leads to poor customer service interactions in many situations.**

Users appreciate a minimal amount of steps and gateways to attain what they've requested in the least amount of time.

When we decided that we wanted to make **services as seamless as possible between document delivery and interlibrary loan**, and make the research experience easier for students, we began providing pdfs.

Providing the PDF is the **quickest way to patron satisfaction.**

Canceling also had the unintended effect of driving users away from our service by making them feel that they should have known better how to access an e-article; cancelling was sort of a slap on the wrist to them. So just giving users the PDF makes everyone happier and **makes the ILL unit appear most helpful. Our ILL User survey results showed increased satisfaction with our services after making this change.**



This Photo by Gordon Parks is in Public Domain

3-11-1942



Thank You

Rosemary Humphrey
Kennesaw State University
rhumph13@kennesaw.edu

Renna Redd
Clemson University
rennar@clemson.edu