

Highlights of the Year in Retrospect

Over 8,500 UCF faculty, students, and staff have registered with the Interlibrary Loan / Document Delivery Services (ILL/DDS) Department since the implementation of ILLiad in January 2005. Of those 8,500, around 925 registered are faculty members. Over 1,600 faculty, students, and staff registered as either distance learners, or that regional campuses or the Rosen College of Hospitality Management served as their home library.

On average, about 10,793 interlibrary loan requests (52%) are filled by reciprocal agreements with other libraries. Copyright fees (which can range anywhere from \$8 to \$38 with the majority of fees averaging \$32 per article), transaction fees, and the cost of scanning/loaning an item from charging institutions must be recovered for the remaining 10,125 requests. In past years, the library subsidized these costs from UCF requestors up to \$30. Due to the reduced library budget in 2007/08, ILL/DDS dropped the amount to be subsidized to \$25 per request. When per request costs total more than the \$25 subsidy, the patron is charged the additional cost. Patrons were given the opportunity to pay the difference of the total cost. Few were willing to pay the difference. In the past, copyright fees were not included in the subsidy costs. This enforced subsidy resulted in the cancellation of approximately 219 requests because the patron refused to pay the cost over \$25.

In 2007-2008, borrowing and lending requests at the State University Libraries in Florida have dropped significantly. Over the past year, UCF borrowing received 20,918 requests from UCF patrons, which is down from 22,475 (7%) the previous year. This drop in number may be accounted for by:

- the decrease in faculty research due to increased class size and class load
- library and universitywide budget cuts,
- faculty, students, and staff finding items full text
- ILL/DDS subsidizing up to \$25 per request instead of \$30
- the decrease in faculty research due to lack of matching funds for grants
- retirement of strong research faculty
- faculty leaving the university to pursue new employment.

Of the 20,918 requests, the department filled 16,149 (77%) requests. Just a little over 2,340 requests were turned down because the item was owned by UCF Libraries and students on the main campus were asked to pull their own requests.



Dana Webb
Lending Student Assistant

The Lending Unit, which fills requests from other libraries for materials owned at UCF Libraries, received 32,516 requests this past year, down 3,588 (11%) requests from last year. Of the 32,516 requests, Lending filled 10,942 article requests and 11,319 loan

requests. The average turnaround time for a filled request is .79 (just under one) day. The average turnaround time for an unfilled request is .63 (just under one) day.

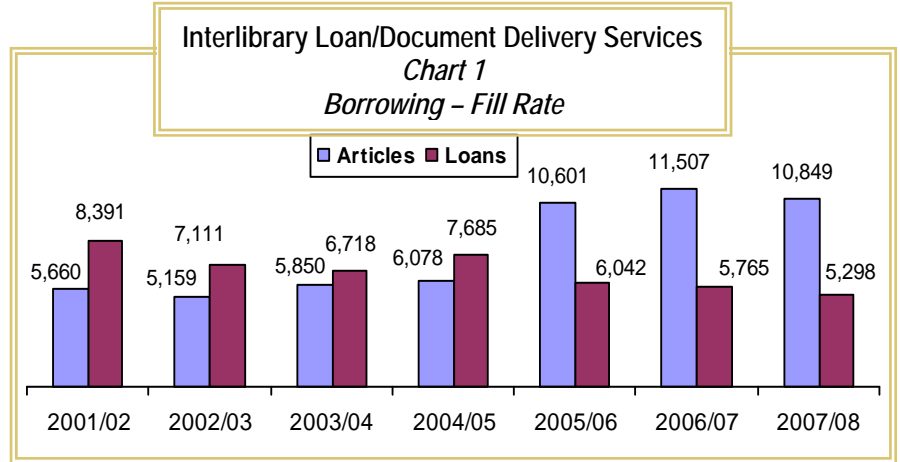
Because of the impact of the carpet installation on 4th and 5th floors had on monographs and serials being relocated throughout the building, Lending was unable to fill the majority of requests during the months of August and early September. After consulting with Circulation Services in early September, the decision was made by ILL staff that it would be more beneficial, in the long run, for ILL to stop accepting requests and assist Circulation Services get the books back on the shelves in call number order to facilitate a faster return to filling requests. Lending stopped accepting requests for approximately three weeks. During the month of September, Lending normally receives around 3,500 requests. During September 2007, Lending received only 800 requests. This collaboration with Circulation Services was not only beneficial to ILL but also afforded ILL an opportunity to create a stronger bond between the two departments.

Another cause of the decrease in lending requests is budget cuts statewide. Some public libraries have started charging patrons for interlibrary loan requests, lowering the number of requests submitted by public libraries. Classes were canceled or consolidated due to lack of funding to pay faculty, and larger classes tend not to require in-depth research papers. Some faculty do not have funds to match grants, thus they are not receiving grants to do research and, in turn, are

not submitting interlibrary loan requests to assist them with their research.

In January ILL/DDS began using the Bookeye

The majority of requests that the Lending unit receives comes from within the state and from UCF's reciprocal agreements. 19 of the top 21 libraries that borrow materials from UCF (10,305 requests) are from the state of Florida. Fifteen of the 21 "top" libraries are universities while the other 6 are public libraries within the state of Florida. Of the top 21 libraries, 11 are ILLiad users and 9 use Odyssey as the primary means of transmitting electronic requests back and forth to each other.



The Document Delivery unit, which fills requests for the Faculty Document Delivery Services and for students and staff at the Rosen branch campus, the regional campuses and distance learners, filled 6,441 requests (5,456 articles/copies and 985 loans). This is a decrease of approximately 800 requests or 12% (primarily from the College of Nursing) compared to last year. The number of copies/articles accounts for the decrease. The number of loans remained about the same. This decrease may be accounted for in a couple of ways: retirement of strong research-oriented faculty and availability of full-text articles found in library databases, eliminating the need for students to request the articles via ILL/DDS.

Planetary Scanner (affectionately nicknamed "Bertha"), a new upright scanner that interfaces with ILLiad, Odyssey, and Ariel software. The Bookeye can be used for both Lending and Document Delivery Services.



Doug Delvecchio using "Bertha"

"Bertha" not only scans the documents but also automatically crops the article, removes fingers from the image, updates the request in ILLiad, updates the item in OCLC, and sends the material to the requesting institutions with one click of the button. It is

a time saver in the ILL department.

The Document Delivery Services unit is

comprised of one part-time student assistant, Tyson Carter. Tyson works 20 hours a week pulling requests, scanning documents, and sending books out to the regional campuses or distance learners. The average



Tyson Carter Student Assistant

turnaround time from the time a patron submits an article request to the time the patron receives the e-mail notification that the item is available for viewing was 4.19 days, which includes weekends. The average time for a loan request from the time it is submitted by the patron to the time it is shipped out of this department was 2.12 days.

Staffing Changes

- This year has seen many changes in the Interlibrary Loan / Document Delivery Services. In March 2007, after 18 years in the UCF Interlibrary Loan and Document Delivery Services, Deirdre Campbell accepted a lateral move as the Libraries' Human Resources Sr. LTA. Campbell received her Master's Degree in Public Administration with a focus on Human Resources in 2006.
- Michael Dresser, Sr. LTA, had an eventful year. In September 2007, he was in a car accident resulting in 8-10 weeks of recovery from surgery. Dresser started back to work in late November on crutches. After much soul searching, he ultimately made the decision to resign his position with the Interlibrary Loan / Document Delivery Services Department in June 2008 and move into a new career path.

- Kristen Palmiere joined Interlibrary Loan/ Document Delivery Services in late June 2008 as a Sr. LTA. Palmiere is a recent UCF Graduate with a degree in English. She hopes to attend library science classes starting in spring 2009. She comes to UCF from Valencia Community College, West Campus.



- Muriel Burrell, an ALSTAR Intern with the Interlibrary Loan / Document Delivery Services for two semesters, spent about 10 hours a week in the department learning about work flows, copyright compliance, and trends. Burrell also studied the unique relationships between UCF Libraries and regional campuses by visiting some of the regional campuses and creating a report. Her greatest contribution to the department was investigating and seeking out reciprocal agreements throughout the country, sending out over 150 requests for agreements. Around 30 of these agreements were signed and returned. Burrell graduated in May 2008 with her Masters of Arts in Library and Information Science.
- Three student assistants graduated in May 2008.

- Shavonne Miller, who graduated with a Bachelors of Art in Communication Sciences & Disorders, hopes to attend graduate school in spring 2009 in speech therapy and audiology.



- Kristi Miller, who graduated with a Bachelors of Art in Anthropology with a minor in history and a certificate in cultural tourism, plans to spend this next year studying for the LSATs.

- A graduate from the College of Education, Kristen Cardova will be teaching Biology this fall to middle schools students in south Florida.



- Brandi Britton, ILL/ DDS student assistant for three years, had a baby girl Bria born in April 2008, and transferred to FIU to finish her last semester of school and to be closer to family.



Departmental Goals: 2007-2008

- **Continue reaching out to the resource sharing community and the UCF patrons.** *Muriel Burrell, ALSTAR Intern, evaluated and corresponded with over 150 libraries in order to seek out reciprocal agreements, resulting in reduced costs to users. Muriel succeeded in creating around 30 reciprocal agreements with libraries in California and Michigan.*
- **Implement the invoice system for Borrowing and Document Delivery.** *Joan Reynolds worked with InfoSource to create an invoice system for the Borrowing unit.*
- **Follow up on the GIF proposal.** *The GIF proposal for lending & borrowing with libraries in Japan was evaluated and it was decided not to join the consortium.*

Departmental Goals: 2008-2009

- Migrate to ILLiad 8.0 when it becomes available. ILLiad 8.0 has not been released as of June 30, 2008, so migration has not taken place.
- Join DOCLINE. DOCLINE is the interlibrary loan request and routing system for medical libraries and hospital libraries.
- Continue to look for reciprocal agreements in which we can loan and borrow materials free of charge.
- Increase the lending fill rate from 68% to 72%.
- Build a strong relationship with the University of Central Florida's College of Medicine Health Sciences Library. Find ways in which we can work together to create a strong interlibrary loan program for both the College of Medicine's library and UCF main campus Library.
- Evaluate Custom Holdings Groups and Paths. Collaborate with Florida Atlantic University and University of North Florida on compiling this information.
- Streamline Document Delivery Services unit.
- Evaluate current reciprocal agreements and see if there are any cost saving benefits staying in or getting on agreements, such as SOLINE and SL#N.

Advancement Toward the President's Five Goals

Offer the best undergraduate education available in Florida

The ILL/DDS received 3,865 interlibrary loan requests from undergraduates and filled 2,641 requests.

Provide international focus to our curricula and research programs

Over the past three years, ILL/DDS has either borrowed and/or lent items to over 176 foreign countries. Lending receives the majority of foreign requests from Australia, Hong Kong, Canada, and South Africa. Borrowing sends a lot of requests to Canada, Mexico, and England.

Be America's leading partnership university

ILL/DDS continues to work with the partner libraries to provide full-text articles and books to UCF faculty, students, and staff. In the past year, we filled 5,439 interlibrary loan and document delivery requests. This was a slight decrease (4%) from last year's 5,665 requests.

Performance Enhancement Recommendations

- Creating a daily campus courier route to all of the regional and branch campuses is the top priority for the department.
- Maintaining or increasing the ILL budget for borrowing/ acquiring materials from other institutions.

Interlibrary Loan/Document Delivery Services

Table 1

Top Departments to request items from other libraries in 2007/08

Department	Total Requests Received
Engineering	2,305
Nursing	2,201
Psychology	1,366
Education	1,338
Foreign Languages	1,312
History	1,144

Interlibrary Loan/Document Delivery Services

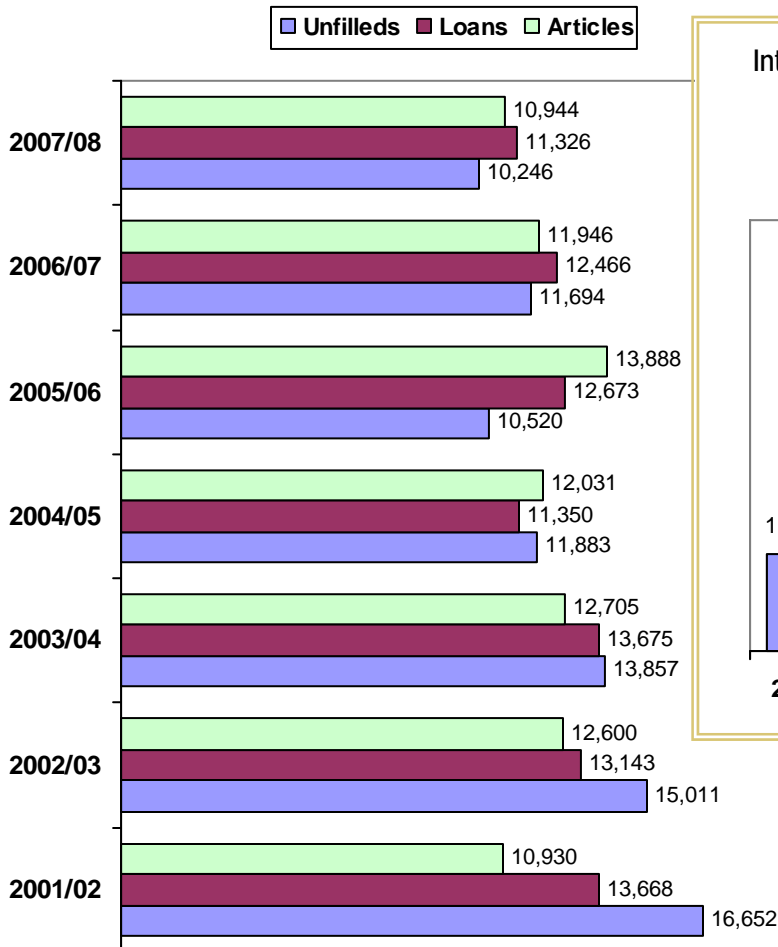
Table 2

Top journals requests in 2007/08:

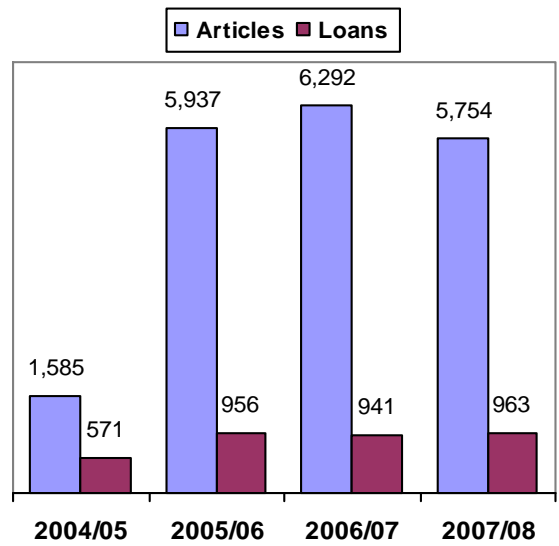
Journal Title	Total Requests
Zoo Biology	43
British Journal of Sports Medicine	40
Athletic Therapy Today	35
Journal of Child and Adolescent Psychopharmacology	35
Journal of Clinical Psychopharmacology	35
The Annals of Pharmacotherapy	35
Molecular Crystals and Liquid Crystals	34

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Interlibrary Loan/Document Delivery Services
 Chart 2
 Lending - Fill Rate



Interlibrary Loan/Document Delivery Services
 Chart 3
 Document Delivery Services



Deirdre Campbell, Kristine Shrauger, Joanie Reynolds, Pat Tiberii, Mike Dresser, Debra Robinson

Kristine J. Shrauger
 Head, Interlibrary Loan/Document Delivery Services