

Becky McKay, Chris Foster , Martha Bedard . Totally E: Meeting the challenge of going electronic only for document delivery and interlibrary loan

Medical Sciences Library, Texas A&M University, USA.

In June 2002 the Texas A&M University Libraries instituted a new electronic document delivery service called DeliverEdocs.

The service uses the Iliad software, presents a single interface to our users uniting previously separate campus library interlibrary loan/document delivery departments, and offers free desktop access to any article, even those found on our own shelves. The system is entirely web-based and users can log on to the system to request or pick up articles in pdf format from any computer with access to the Internet.

The TAMU Medical Sciences Library serves the only college of veterinary medicine in the state of Texas, and has a strong commitment to serving animal health practitioners throughout the state. In addition we serve a college of medicine, a unique school of rural public health, and a multitude of agricultural extension stations.

Our user population is widespread and seldom able to physically visit the library.

To date we have 2,508 registered users of the new system. During the fiscal year 2004 we borrowed 6767 articles on behalf of our users, filling and delivering to the desktop a total of 11,526 requests.

While DeliverEdocs has received rave reviews from our users, it has not been without challenges. Providing electronic delivery caused significant impact on staff, especially in redesigned workflows, position descriptions, and user expectations for rapid turn around times. Reduced library traffic and new tasks have resulted in a change in our staffing patterns. Technological issues remain a constant issue from our varied and geographically separate clientele.

This poster illustrates the effect of DeliverEdocs on staff and users alike. We also discuss some of the future considerations in maintaining the system and the service.