Expediting Document Delivery from Remote Storage

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Expediting Document Delivery from Remote Storage

Kent State University Libraries houses roughly one-third of our collection at a third-party commercial off-site storage facility. Presenters will review a workflow developed to fulfill Document Delivery requests for items at this facility that reduces both time to fulfillment and cost. Prior to this workflow, items were retrieved at the facility then sent to campus for processing. This practice created significant lag in delivery and increased overall costs. Leveraging ILLiad and Odyssey and taking advantage of available services at the facility, we addressed these issues by partnering with the vendor for scanning and delivery. Obstacles overcome will also be discussed.
Background
Institution & Library Profile

• Kent State University
• University Libraries
  – Holdings
  – ARL
  – Locations
• History of off-site storage
• ILS set-up
  – Requesting from remote/off-site storage
ILL Department Profile

• Fill requests for patrons, including Community Borrowers, at all KSU campuses and materials held at all locations.
• Fill approximately 20-24k Borrowing/Document Delivery/Lending requests/year
• Lending is about 70% non-returnables (articles)
• We use ILLiad
ILL Department Profile (continued)

• Lending decline—total filled and fill rate
• Document Delivery increase – free Article e-delivery
• Late 2014 rerouted incoming Borrowing article requests to DocDel queue
Original Workflow
Document Delivery when Off-site

• ILL staff reviewed request
• Searched OPAC
• Requested material from off-site storage
• Received material locally
• Fulfilled request
• Returned material to off-site storage
Document Delivery from Off-site

- ILL staff review request
- Search OPAC in staff mode
- Locate barcode and enter into custom field
- Assign to custom queue
Fulfillment from Off-Site

- AssureVault staff exports queue
- Ingest into Total Recall system
- Retrieve material
Fulfillment from Off-Site (continued)

- Print cover page
- Scan request
- Fulfill
- Refile material
Obstacles
Overcoming Pain Points

• ILLiad client
  – Installation & updates
  – Hosted access and firewalls
• Technical issues with Microsoft Word
• Staff perceptions
Outcomes
Before & After Comparison

Old Workflow
• Time to fulfillment
  – 2 to 4 business days

• Cost of fulfillment
  – Retrieve & refile
  – Round trip shipping
  – Local staff time

New Workflow
• Time to fulfillment
  – 1 to 2 business days

• Cost of fulfillment
  – Retrieve & refile
  – Scan per page
Results

• Half the time to fulfill
• On average, 40% cost savings per request
• Process is working well
• Recently expanded to Lending