

# Sharing Breakthroughs

2017 OCLC RESOURCE SHARING  
CONFERENCE

## Special Delivery

Using iPads to enhance an existing Campus Document Delivery Service

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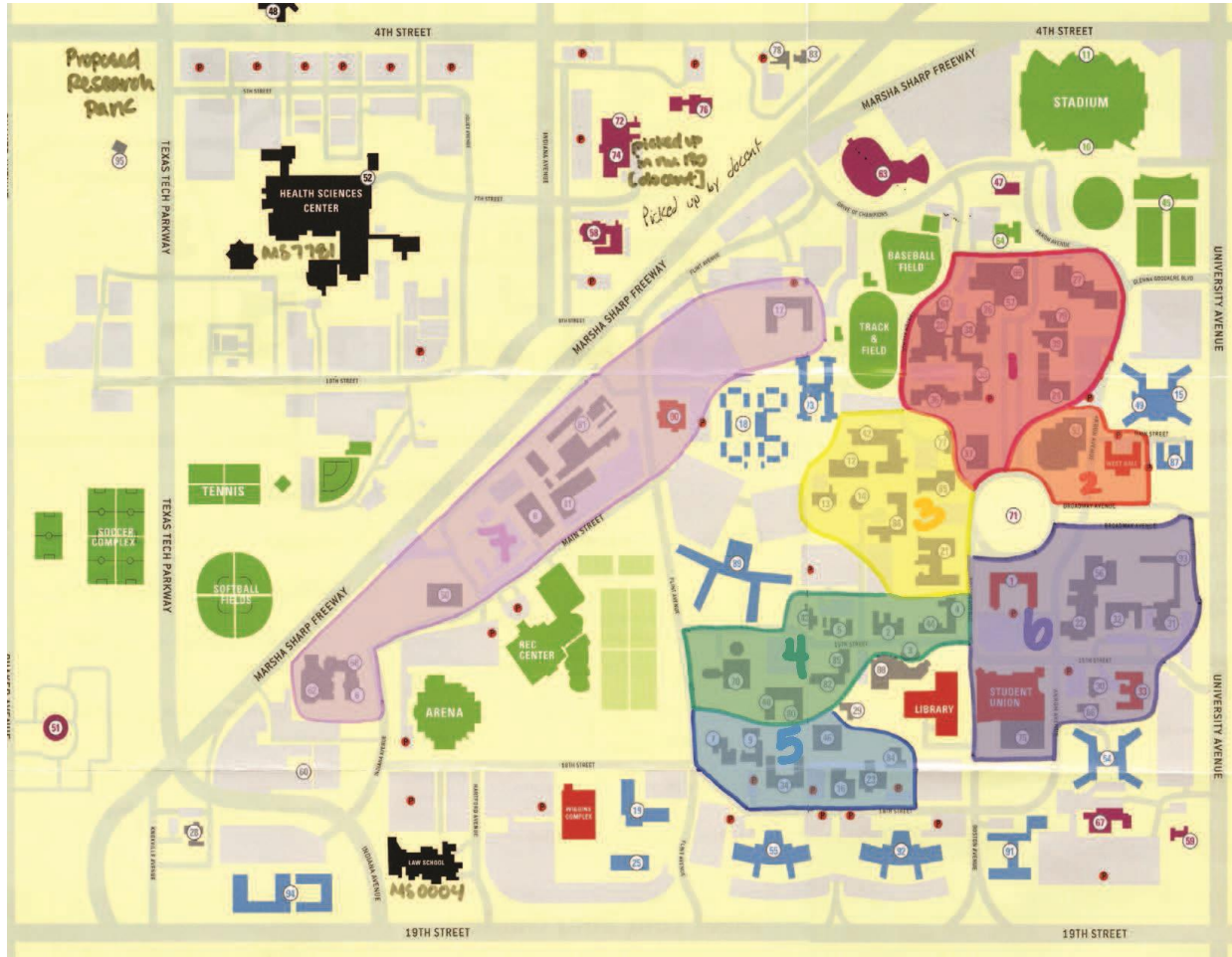
Library Associate – Document Delivery  
Texas Tech University Libraries

# Background

- TTU DocDel serves all students, faculty & staff
  - Includes Architecture & Law Libraries
- Patrons get items in one of three ways:
  - General students, staff: picked up in main library or at a branch library
  - Faculty: delivered to departmental office
  - Distance: shipped to the address we have on file
- Campus Deliveries transferred to DocDel in Fall 2015

# What we did before iPads

- 1 binder for each of 7 geographical areas
  - Divided by department



# Faculty Delivery Map

Displays 7 color coded geographical areas of campus

Area	College Offices	Building	Room	
1	Engineering [Whitacre]	Engineering Center	101	
	Departmental Offices	Building	Room	
	Chemical Engineering	Chemical Engineering	204	
	Civil & Environmental Engineering	Civil & Environmental Engineering	150	
	Computer Science	Engineering Center	211	
	Construction Engineering & Engineering Technology	Mechanical Engineering	225	
	Electrical & Computer Engineering	Electrical Engineering	224	
	Industrial Engineering	Mechanical Engineering	201	
	Mechanical Engineering	Mechanical Engineering	101	
	Petroleum Engineering	Petroleum Engineering	214	
Area	College Offices	Building	Room	
2	Arts & Sciences	Holden Hall	102	
	Visual & Performing Arts	Holden Hall	103	
	Departmental Offices	Building	Room	
	Aerospace Studies [Air Force ROTC]	Holden Hall	003	
	Economics	Holden Hall	248	
	Geography	Holden Hall	209	
	History	Holden Hall	131	
	Political Science	Holden Hall	113	
	Sociology, Anthropology, & Social Work	Holden Hall	158	
	Area	Departmental Offices	Building	Room
3	Biological Sciences	Biology	108	
	Chemistry & Biochemistry	Chemistry	104	
	Experimental Sciences	Experimental Sciences	101	
	Geosciences	Science [Geoscience & Physics]	125	
	Mathematics & Statistics	Mathematics & Statistics	201	
	Physics	Science [Geoscience & Physics]	101	
	Vietnam Center [not Archive]	Mathematics & Statistics	04	
	Wind Energy	National Wind Institute	Main Office	
	Area	College Offices	Building	Room
	4	Agricultural Sciences & Natural Resources	Agricultural Sciences	Main Office
Media & Communication		Media & Communication	077B	
Departmental Offices		Building	Room	
Advertising		Media & Communication	077B	
Agriculture & Applied Economics		Agricultural Sciences	317	
Agricultural Education & Communication		Agricultural Education & Communication	103	
Atmospheric Science		Media & Communication	1212	
Communication Studies		Media & Communication	10th Fl	
Electronic Media & Communications		Media & Communication	077B	
English		Philosophy & English	212	
Journalism & Electronic Media	Media & Communication	077B		
Landscape Architecture	Plant & Soil Science	150		
Military Science [Army ROTC]	Media & Communication	8th Fl		
Natural Resources Management	Range & Wildlife Management	102		
Philosophy	Philosophy & English	251		
Plant & Soil Science	Plant & Soil Science	263		
Public Relations	Media & Communication	077B		

Area	College Offices	Building	Room
5	Architecture	Architecture	1005
	Education	Education [mailroom]	110
	Departmental Offices	Building	Room
	Architecture Library	Architecture	906
	Art [School of]	Art	810
	Burkhart Center for Autism Research & Education	Burkhart Center	Main Office
	Classical & Modern Language & Literature	Foreign Language	207
	Curriculum & Instruction	Education [mailroom]	110
	Educational Psychology & Leadership	Education [mailroom]	110
	Psychology	Psychology	119
Theatre	Theatre Annex	107	
Area	Administrative Offices	Building	Room
6	Administration	Administration	Main Office
	Graduate School	Administration	328
	Office for the Vice President of Research	Administration	169
	College Offices	Building	Room
	Honors College	McClellan Hall	103
	Human Sciences	Human Sciences	260
	Departmental Offices	Building	Room
	Community, Family & Addiction Services	Human Sciences	271
	Design	Human Sciences	211
	Family & Consumer Sciences Education	Human Sciences	166A
Human Development & Family Studies	Human Sciences	507	
Music [School of]	Music	206	
Nutrition, Hospitality & Retailing	Human Sciences	601	
Personal Financial Planning	Human Sciences	260	
Women's Studies	Doak Hall	125	
Area	College Offices	Building	Room
7	Business [Rawls]	Business Administration	Main Office
	Departmental Offices	Building	Room
	Accounting	Business Administration	107
	Animal & Food Sciences	Animal & Food Sciences	200 or 214
	Business Administration	Business Administration	107
	Energy, Economics & Law	Business Administration	107
	Finance	Business Administration	914*
	Health, Exercise & Sport Sciences	Exercise & Sport Sciences	4
	Health Organization Management	Business Administration	326W*
	Information Systems & Quantitative Sciences [ISQS]	Business Administration	604*
Management	Business Administration	107	
Marketing	Business Administration	351W*	
Area	Departmental Offices	Building	Delivery
Special	Communication Disorders	Health Science Center	MS 7781
	Environmental Toxicology [TIEHH]	Reese Center	Bldg 555
	Health Science Center	Health Science Center	MS 7781
	International Cultural Center	International Cultural Center	Main Office
	Law	Law School	MS 0004
	Law Library	Law School	MS 0004
	Museum Science	Museum [picked up in LIB130]	docent
	Research Park	TBD upon construction	TBD

# Faculty Delivery Locations

Organized by 7 color coded geographical areas of campus

# What we did before iPads

- 1 binder for each of 7 geographical areas
  - Divided by department
- Handwritten forms
  - Originally Call Number, Title, Professor, Department, Signature
  - Changed to TN, Title, For, Signed for By, Signature, Date
- Information inconsistent, often illegible
- Large quantities of paper records

Faculty Delivery		Area:	Dept:		
TN	Title	For:	Signed for by:	Signature	Date
123456	Hello, Masked Rider!	Professor, Ima	Raider Red	Raider Red	10/15
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		
			Print name here		

# Faculty Delivery Signature Sheet

Handwritten by students before daily delivery trips, information entered often unrelated to column titles



# What we did before iPads

- Faculty items marked “Mail to Address”
- Faculty/Distance specific email responses
- Custom routing to “Awaiting Delivery”
- Delivery Log searched for “Mail to Address”
- Staff updated items and placed on delivery shelves
- Students handwrote information for every item and delivered items to departmental offices.

# What we needed

- Consistency
- Efficiency
- Clear instructions for delivery students
- An accurate record of deliveries
- Less paper to store [and shred]

# Why iPads?

- Highly mobile, used for a variety of tasks
- Significant research into iPads as an educational reference tool
- Improvement of campus-wide WiFi coverage
- Tying to ILLiad gives greater technological quality control
- iPads for Campus Delivery inspired by TTU Research, Instruction & Outreach [RIO] beginning to use iPads locally to aid their patron interactions

# How does it work?

## In ILLiad:

- New site categories to indicate pickup/delivery preferences
- Incoming items shelved in appropriate areas
  - Patrons with local pickup – Site: Main Library
  - Patrons with branch library pickup – Site: Architecture Library, Law Library
  - Faculty – Site: Area 1, Area 2, Special Area, etc
  - Distance – Site: Distance

# How does it work?

## In ILLiad:

- ILLiad routing from “In Transit to Pickup Location”
  - Site = “Main Library” routed to “Awaiting Shelving”
  - Site = “Distance” and delivery method = “Mail to Address” routed to “Awaiting Delivery”
  - Any other site remains in “In Transit to Pickup Location”
- Saved SQL query searches for “In Transit to Pickup Location” to produce “Campus Delivery Log”
- “Campus Delivery Log” becomes the signature sheet

## Delivery Log

LoanTitle	TN#	LastName	FirstName	Site	Department	Drop Off Name
The culture and control of expertise : toward a sociological understanding of librarianship /				Architecture	Architecture	
Validation in language assessment				Area 5	Classical and Mo	
De grønne slagtere				Area 4	English	
Festen = The celebration /				Area 4	English	
Sobranie sochinenii v shesti tomakh /				Area 2	History	
Soldier's heart : a novel of the Civil War /				Law Library	Law School	
Fingerprints: Analysis and Understanding				Special - For	Other - Unlisted	
Lee and Gaensslen's Advances in Fingerprint Technology				Special - For	Other - Unlisted	

# Campus Delivery Log

Generated using a saved SQL query

# How does it work?

# In the office:

- Staff uses “Campus Delivery Log” to verify that all delivery items are accounted for
- Students update deliveries
  - Login to ILLiad WebCirc
  - Select “In Transit Items Received”
  - Scan local transaction number and check off
  - Once verified, click “Mark Received”
- Errors corrected before deliveries begin

# How does it work? For the students:

- If the delivery location ["Site" in ILLiad] includes the word "Area":
  - Before leaving the office, mark the item as received in ILLiad WebCirc; this signifies that the item is out for delivery.
  - Check the item off on the sign out sheet.
  - When delivering the item at the departmental office, check the item out in ILLiad WebCirc.



# How does it work? For the students:

- If the delivery location includes the word "Library":
  - Before leaving the office, mark the item as received in ILLiad WebCirc; this signifies that the item is ready for pickup.
  - Check the item off on the sign out sheet.
  - When delivering the item at the pickup location, shelve the item in the appropriate place but do not check it out.
  - Local library staff will check the item out when the patron comes to pick it up.

# How does it work?

# On deliveries:

- At each departmental office
  - One student stays with golf cart
  - Second student delivers books to departmental offices
  - Borrowing items are checked out in ILLiad WebCirc on the iPad
  - Staff member receiving items signs the Campus Delivery Log
  - Each department distributes as necessary
  - Student picks up items being returned
- Online form allows faculty/staff to request pickups

# How does it work?

# On deliveries:

- When students return to the office:
  - Campus Delivery Logs and Pickup sheets are scanned and saved to shared network drive as YYYYMMDD\_[AM/PM]
  - Returned Borrowing books checked in in ILLiad
  - Returned Texas Tech books checked in at the bookdrop
  - Paper delivery logs are stored for 1 month

# What did we learn?

- Decreased turnaround time
- Items for all three libraries can now be picked up or returned at any of the three
- Delivered items are easier to track
- Communication with patrons is much clearer
- Library units use “Schedule a Pickup” to transfer items between branches
- What comes next?

# Sharing Breakthroughs

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thank you

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