

Swansea University



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Document Supply Services – Past, Present & Future

Experiences at Swansea University



Past Present & Future of Document Delivery at Swansea

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- 1.0 Our past as a traditional Inter-Library Loan Service
- 2.0 The Present – Document Supply, Copyright & Scanning
- 3.0 Do we have a future?
- 4.0 How can collaboration be a useful way to develop services?
- 5.0 Discuss!

Past Present & Future of Document Delivery at Swansea

We are a team of three; Caroline, Jane & Lynne, working for the Library & Information Services (LIS) at Swansea University.

- We are currently ILLOS users.
- We are migrating to Relais by July 2009 (hopefully).

Our past as an Inter-Library Loan service

- Dedicated ILL team of 1 f.t.e. person, 3 p.t. staff (95 staff hours per week)
- Traditional requests have diminished year on year
- Requests satisfied in 2001 = 6500
- Requests satisfied in 2008 = 2900
- Why the drop? Our investment in e-journal bundles has brought direct access to the researcher's own desktop from our catalogue

The Present – Document Supply, Copyright & Scanning

- LIS conducted a [Research Consultation Exercise](#) in 2008 and ILL provision was very topical.
- We use authorised signatories against recharge codes for payment (full cost recovery).
- Departments control their own budgets.
- ILL needs were perceived to be under-funded.
- There were concerns about ILL cuts.
- Academics did not like limits on ILL's for staff or post-graduate students.

In reality what does this mean?

- In 2009 we changed our name to reflect the greater range of services we offer, moving away from traditional inter-library loans.
- The team has shrunk to 1 f.t.e. + 2 part time (78 staff hours per week) and we are more pro-active.
- We have worked to persuade our management that 'added value services' can improve the standing of LIS within the University.
- We have been fortunate to have a relatively free reign to develop.

What ILL services do we currently offer?

- Traditional inter-library loan service.
- Secure Electronic Delivery for British Library articles for staff.
- Online web-submission for requests.
- Virtual Academic Library (VAL) – Reciprocal borrowing scheme with Swansea Metropolitan University & Trinity College Carmarthen.
- EThOS participation.

What ILL services do we currently offer?

- International loans.
- Book purchase via credit card if cheaper to supply than usual sources - item is added to stock.

What other services do we offer?

- Scanning Services for digitising articles & book chapters for Blackboard under the terms of the CLA Photocopying & Scanning Licence.
- University and LIS contact point for copyright and CLA compliance queries.
- Administration of Photex & Digex, the LIS photocopy and digital extract collections.
- Occasional scanning projects for academic departments.

Do we have a future?

Not as a bog standard ILL service but we need to consider...

- Contemplating a future where BL could stop being our first provider if they become too expensive. Is this where collaboration can be beneficial?
- Will we see a rise in ILL demand if budget cuts force e-journal cancellations?
- Permitting Electronic Document Delivery for **all our users** and implementing e-signatures?

Collaboration – how has it helped me?

- **To build on the ‘networks’ established at the FIL conference.**
- **“Connecting with people who can be of help to you and being a help to them.” This presents opportunities to discuss good practice.**
- **It is easier to pick up the phone when you know someone.**
- **It builds your confidence.**
- **Documentation swaps; saving time, e.g. UWIC S.E.D help-sheets.**
- **Greater understanding of other sectors, e.g. South West Area Partnership (SWAP) - Cat Cymru Pilot Project. This will involve Public Libraries, FE & HE libraries in a collaborative ILL scheme.**

What else is there ?

- Do you remember LAMBDA, or are you a member of NULJ or PLCS?

“The essential elements for the continuity of the co-operative are everyone’s spirit of goodwill, their motivation to help each other, and to share the workload between everyone. As long as these elements are alive, the co-operative will continue to work”. Irish Healthcare Libraries Inter-Lending Co-operative (IHLILC)

- Use technology - Do you belong to mailing lists like JISC-ILL? Join an online community and share ideas with like-minded individuals.

What next?

How can you collaborate with
others?

Start talking...

Remember – it should not be competitive, exploitative
or a burden. Enjoy it!