

DOCUMENT SERVICES ANNUAL REPORT 2006-2007

HIGHLIGHTS OF THE YEAR:

- *RAPID ILL*'s significant impact on ILB and ILL
- ILB service improvements
- Imaging projects and process Improvements
- Departmental cross-training program
- Supporting system-wide efforts for improved document delivery
- Operations and space improvements
- Copying and printing trends
- Staffing
- Review of departmental goals

RAPID ILL's significant impact on ILB and ILL

As a result of MIT's participation in *RAPID ILL*, MIT users have access to a wider variety of library collections outside of the Boston Library Consortium, with rapid delivery. MIT's participation in *RAPID ILL* has also had dramatic influence on transaction volumes and work process across the borrowing and lending teams.

Borrowing

- *RAPID ILL* borrowing represents 42% of all borrowing for the MIT community, or 5,238 articles.
 - Within *RAPID ILL*, 75% of the items borrowed were provided by libraries in the ARL "pod."
 - In the past, 50% or more of the articles borrowed by MIT were provided by members of the Boston Library Consortium.
 - Within *RAPID ILL*, only 25% of the articles in *RAPID ILL* were provided by BLC libraries.
 - Outside of *RAPID ILL*, BLC lenders were utilized 61% of the time.
 - Fill rates for *RAPID ILL* requests are higher than traditional ILL. Within *RAPID ILL*, MIT's fill rate is 95% or higher. Outside of *RAPID ILL*, MIT' article fill rate is 79 %.
 - The average turnaround time, from the moment a request is routed to *RAPID ILL* to the time it is filled is .59 days. For non-*RAPID ILL* transactions, the average turnaround time for articles is 3.88 days, improved from 4.25 days in FY 06.
 - MIT's article borrowing increased 46% this year, from 8,648 articles last year to 12,403 articles in FY 07. This increase in article borrowing may be attributed to faster delivery times for materials, publicity related to ILLiad and *RAPID ILL*, or the improved ILB request path from the SFX menu.
- Staff processing of articles through *RAPID ILL* is very fast, however, we are investigating methods to automatically route incoming ILB requests directly to *RAPID ILL*, without staff intervention, to further decrease turnaround times.

Lending

- MIT's article lending increased 69% this year, to 13,773 articles.
- Much of this increase can be attributed to MIT's participation in *RAPID ILL*, which started in July of 2006.

- MIT's fill rates for lending within *RAPID ILL* have been lower than expected, at only 67%. While this fill rate is higher than ILL fill rates outside of *RAPID ILL*, the *RAPID ILL* system average is 79%.
 - *RAPID ILL*'s holdings database does not always accurately reflect MIT's holdings when items are held in both print and electronic format, and when items are held in more than one MIT Libraries location. Efforts have been made to refine request routing for MIT holdings, but these efforts will likely be ongoing.

ILB Article Activity in RAPID ILL

	Quantity	Percent
Filled by RAPID- BLC	1344	25%
Filled by RAPID-ARL	3894	75%
Total filled by RAPID	5238	
Filled by RAPID	5238	42%
Filled Outside of RAPID	7165	58%
Total Articles Filled	12403	
Filled by BLC Libraries		
BLC-RAPID	1344	39%
BLC Outside of RAPID	2041	61%
BLC Articles Total	3385	
BLC portion of all articles filled		27%

ILL Article Activity in RAPID ILL

	Quantity	Percent
Filled for RAPID- BLC	1542	22%
Filled for RAPID- ARL	5417	77%
Total filled for RAPID	6959	
Filled for RAPID	6959	50%
Filled Outside of RAPID	6814	50%
Total Articles Filled	13773	
Filled for BLC Libraries		
BLC-RAPID	1542	48%
BLC Outside of RAPID	1658	52%
BLC Articles Total	3200	
BLC portion of all Articles filled		23%

As indicated above, MIT is a "net lender" within *RAPID ILL*, where MIT has provided 1,721 more articles than MIT borrowed. Other *RAPID ILL* participants are net lenders, and find that the benefits of *RAPID ILL* participation (e.g. faster turnaround time for borrowing, simplified staff processes, and unmediated article borrowing) balance the costs of net lending.

ILB Service Improvements

The following improvements were made to ILB service in the past year:

- SFX was configured to feed citation data from licensed resources such as PubMed, Compendex, Web of Science into ILLiad request forms. This is also possible through other SFX-enabled data sources like Google Scholar and WorldCat.
- Users are now able to pick up ILB materials at any divisional library. Barker and Rotch libraries were added to ILB deliveries in July of 2006.
- More of the article content requested by MIT users contains color images; however, this content can be difficult to obtain through interlibrary loan channels. ILB staff have developed processes to quickly obtain color content for ILB users on a rush basis.

- Obtaining color images of articles can be challenging because few lending libraries scan materials in color as a standard process, due to limitations on equipment or capacity to transmit large color images.
- ILB staff have identified providers that are capable of providing color content on a rush basis, such as CISTI (Canada Institute for Scientific Information). ILB staff has experimented in purchasing articles directly from publishers.
- The costs and staff time required to obtain color articles is being carefully tracked for later analysis.
- When the Library Storage Annex article delivery pilot project began in November, ILB and the Annex staff collaborated to arrange for routing of ILB requests to the Annex through ILLiad.
 - When MIT users request items that are held in the Annex or Off Campus Collections, Annex staff scans the materials and transmit them through the user through ILLiad's document delivery module.
 - 126 ILB article requests were filled by Annex staff during FY 07. A year ago, these requests would have been cancelled by ILB, with a notification that referred the user to the Library Storage Annex order form. This collaboration has been met with positive user feedback, and has been a valuable enhancement to ILB services.

Imaging Projects and Process Improvements

- Scanning of MIT student publications:
 - Selected *VooDoo* issues from the 1920's to the 1960's
 - *Graduate Student News* issues from 1960's to 2004
 - Selected issues of *The Tech* from the 1990's
- Scanning from Rotch Library's Limited Access Collections.
- Electronic course reserves:
 - Fall 2006: 324 items / 4588 pages scanned
 - Spring 2007: 409 items / 6496 pages scanned
- The ESL thesis scanning project gained more ground this year. 1,366 theses/ 181,88 pages were scanned from thesis volumes that were de-acquisitioned from Engineering and Science library collections.
 - In past, it wasn't possible to scan more than a few hundred of the ESL theses per year. Through the leadership of the Imaging Supervisor, new processes are in place, scanning for this project is now up to date, and the backlog of theses from previous years has been eliminated.
- DSpace Thesis Collection continues to expand:
 - 4477 theses added this year, 104 of which were electronic theses.
 - DSpace now contains more than 18,000 theses.
 - 252 electronic theses were transmitted to the MIT Libraries by thesis authors (an increase of 60% from last year).
 - 375,625 thesis PDF files downloaded from DSpace by users worldwide.
- Improvements were made to DSpace thesis batch loading scripts to reduce the number of theses that were not successfully added during the DSpace thesis ingest process.
 - Almost a year ago, there were 400 theses that were not successfully added to DSpace through batch loading. This happened when thesis metadata did not match DSpace degree and department routing scripts.
 - Staff from STS and Archives made adjustments to the scripts, resulting in very few errors going forward. Staff in the Archives reviewed the 410 items which generated errors, and there are now only 127 theses errors remaining to be addressed.

- Impact of Book Eye 3 scanner on scanning operations
 - While the Book Eye 3 scanner and the accompanying Opus software provides good work flows for scanning full volumes of materials like theses, it is not compatible with our needs in the article delivery area.
 - We will invest in the “BScan ILL” application in the coming year, which is compatible not only with the Book Eye 3 scanner, but also with ILLiad and ARIEL delivery software.
- Capturing color content from MIT theses and journal articles:
 - Over the past couple years we have also seen an increase in requests for color scanning of articles and theses with color content.
 - Our present equipment limits our abilities to fill these requests. We will purchase a new scanner that will give us the ability to scan unbound items in color up to 11” x 17” in size. This scanner also has a flatbed that can accommodate items up to 12” x 18.” We will use this in addition to the Book Eye 3 scanner to scan bound journals for document delivery through Bscan ILL.

Departmental cross-training Program

A cross-training program was initiated within Document Services this year. The program focused on supporting cooperation between borrowing, lending, customer service and imaging staff. A portion of each bi-weekly ILL staff meeting was devoted to training activities.

Daniel Pribble, Interlibrary Borrowing Assistant worked with supervisors in the department to develop a list of internal “core competencies” for ILB, ILL, ILLiad request management processes, MIT publications searching, imaging processes, and request flows across different groups of staff. Experts within Document Services were identified to demonstrate procedures. A shared set of web browser bookmarks was created through Del.icio.us to point staff to appropriate resources and documentation.

The cross training program also addressed aspects of the MIT Libraries Core Competencies for Service Desk Staff and other technology related competencies.

Supporting system-wide efforts for improved document delivery

While many of the services offered by Document Services focus on the needs of outside users or institutions, Document Services supported several system-wide efforts to improve document delivery to MIT users. ILB’s central role in departmental operations has made staff across the department more aware of the needs of MIT users.

URSA- the Document Services Librarian led the URSA planning and implementation teams, with the goal of deploying an unmediated borrowing service for MIT users within the next calendar year. This project is now on hold, due to the delay of the BLC’s URSA system upgrade. Although the final implementation has been delayed, the project highlighted ongoing user needs for better access to materials within the MIT Libraries collections and elsewhere.

Library Storage Annex Document Delivery Pilot- The Document Services Librarian and Imaging Supervisor consulted with staff across the MIT Libraries to develop a “Beta” service for providing articles in PDF format to MIT users from the Annex. Document Services will continue to collaborate with Annex staff as this service is further developed.

ISG Document Delivery Task Force – The Document Services Librarian led a team of staff from public and collections services to identify emerging priorities for document delivery to better serve MIT users.

Operations and space Improvements

Staff worked with MIT's Telecommunications department to develop an automated caller's menu for the main phone line, to better route ILB and ILL questions.

Progress was made this year to better utilize space in Document Services. Renovations have begun on the former darkroom, which may be finished in the fall of 2007. This space will be used as a scanning studio to house our Book Eye 3 scanner.

Document Services worked with IS&T's DCAD group to identify an appropriate application to replace the MS Access database, which is currently used to bill and process document delivery and MIT publications requests. Functional requirements were identified and prioritized, and possible vendors were identified through an RFP process. Document Services hopes to implement the new database during the fall semester.

Public copying and printing trends

Photocopying in the MIT Libraries has continued to decline, by 28% between FY 06 and FY 07. 414,159 photocopies were made by MIT users this year. Photocopying has decreased 78% between FY 01 and FY 07. Public printing decreased by 17% from FY 06, with a total of 68,611 prints made.

A public services proposal was created by the Associate Head of the Science Library and the Document Services Librarian which suggested that the MIT Libraries should investigate alternate models for photocopying and printing services. The proposal was accepted by PSLG and a cost analysis is now underway.

There is a strong interest in deploying easy to use, self-service book scanners in the Divisional Libraries. While some of these scanners can interoperate with our existing cost recovery infrastructure, there is also an associated desire to offer access to self-service scanners at no cost to library users. Introducing a free alternative to photocopying has many benefits; however, this free alternative may further accelerate the decline in photocopier usage, to a point where the cost recovery program can no longer fund itself.

Staffing

- Staff changes:
 - Katie Harris, Interlibrary Borrowing Assistant—Promoted to Section Head for Interlibrary Borrowing
 - Georgina Lewis, Customer Services Assistant—Transferred to Searching & ILL Assistant
 - Libby Pedevillano, Customer Services Assistant—Arrival
 - Will Goodell, Customer Services Assistant—Departure
 - Betsy Nichols, Section Head for Searching—Departure
 - Michael Pavelecky, Section Head for Interlibrary Borrowing—Departure
 - Hank Sway, Customer Services Assistant—Departure
 - Increased reliance on student employees to support ILL, ILB, and scanning operations.
- Staff Training, Conferences, and Committees:
 - Christine Quirion: Attended NEASIS&T's "Dawn of the Embedded Library" and "Designing Usable Interfaces" programs. Served as Chair of the NEASIS&T Program Committee.

- Jenn Morris: attended “Scanning Forum” in Charlottesville, VA and “NEDCC School for Scanning” in Minneapolis, MN.
- Christine Quirion: Led the Planning and Implementation teams for the URSA Unmediated Borrowing service as well as the ISG Document Delivery Task Force. Served on Public Service Leadership Group, Integrated Services Group, and Public Access to the MIT Libraries Task Force, and Library Storage Annex Electronic Delivery pilot project team.
- Katie Harris: Member of Ask Us! and Rewards & Recognition teams
- Jenn Morris: served on Computers Support Group, Technology Advisory Group, Client Focus Group, and the Client Focus Group’s “Laptop Strike Force.”
- Christine Quirion and Jenn Morris held a “Document Scanning 101” class during IAP 2007
- Staff Awards:
 - Christine Quirion: Infinite Mile Individual Award for Innovation and Creativity

Review of FY 2007 Goals

- Improve ILL/Document Delivery workflows to increase efficiency, turnaround time, and fill rates. **(in progress)**
- Modify customer service workflows to utilize invoicing functions in ILLiad for lending and document delivery whenever possible. Make plans to migrate MS Access database to a newer version of Access or FileMaker Pro for the rest of the invoicing. **(in progress)**
- Utilize the Book Eye 3 scanning system to improve scanning processes for color and bitonal documents, including MIT theses. **(complete)**
- Promote scanning services more widely across MIT campus, including new scanning capabilities presented by the new equipment. Follow up with past scanning clients, and take advantage of opportunities to connect with the MIT community more widely. **(in progress)**
- Implement cross-training program for customer service, searching and borrowing staff. **(ongoing)**
- Participate in E-Reserves project in the coming academic year by providing free scanning in support of the service; strengthen collaboration with Hayden staff who will also be sharing scanning responsibilities. **(ongoing)**
- Work with staff in other units to improve document delivery services to the MIT community, such as URSA/Borrow Direct. **(ongoing)**
- Increase collaboration with the LSA; participate in LSA document delivery pilot for the MIT community. **(ongoing)**

Goals for FY 2008

- Complete migration of MS Access invoicing and payment database to a new database infrastructure.
 - Restructure request flows for ILL and MIT publications, along with invoicing and payment processing work flows, to leverage new database processes and statistical reporting capabilities.
- Continue to make operational and facilities improvements to support ILB, ILL, and imaging services.
- Work with PSLG and others to investigate alternate service models for printing and photocopying.
- Redesign work flows within the imaging section to take better advantage of scanning equipment and software.

- Increase direct scanning from bound volumes; reduce reliance on scanning bound materials from photocopies.
- Work with staff across units to improve access to document delivery services for the MIT community.
 - Actively support projects such as the WorldCat Local Implementation, URSA/Borrow Direct, electronic delivery from the Library Storage Annex, and others recommended within the ISG Document Delivery Task Force Report.

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