

LibQUAL+ Survey Analysis of Comments re: Interlibrary Loan / Document Delivery Summer 2003

I. On the availability of ILL Service

>> FACULTY / STUDENT COMMENTS:

"Need interlibrary resources for Georgia schools that allows easy access. Say if I want to check out a book but it's not available at GaTech but it is at Emory, I want to be able to order it and it will be delivered that week to the GaTech library. That's an essential tool that is available nationwide in other schools."

"It would be much more helpful to have interlibrary loan available to students to access these other facilities, especially when traveling to UGA libraries is more like a day trip than a few hours."

>> LIBRARY'S RESPONSE:

The Georgia Tech Library provides Interlibrary Loan service for book loans and photocopies to all currently enrolled GT students, faculty, and staff. A cooperative arrangement among numerous area libraries—including Emory, UGA, and Georgia State University—allows for the expedited delivery of materials, and often the items can be received in only a few days. If the needed material is not available in the area, delivery may take from one to three weeks.

II. On fees for ILL Service

>> FACULTY / STUDENT COMMENTS:

"The ILL policy is also very poor--most other schools never charge for any ILLs, especially if that part of the collection is not complete. I find myself going to the UGA campus to use their library for getting research articles that ours doesn't have. Of course, if we had free ILLs, this wouldn't be necessary."

>> LIBRARY'S RESPONSE:

You'll be pleased to know that book loans and photocopies are now available for *free* in many—if not most—cases. Because of the GT Library's consortial agreements with ARCHE (Atlanta Regional Consortium for Higher Education), the University System of Georgia, and ASERL (Association of Southeastern Research Libraries, which includes Auburn, Clemson, Virginia Polytech and 40 other institutions), materials can be obtained from these libraries at no cost. Sometimes, though, a book or photocopy is only available from a supplier that charges for its service. When you fill out an ILL form, you have the option of specifying "free only" or a maximum amount you are willing to pay.

III. On ease of ILL use

>> FACULTY / STUDENT COMMENTS:

"ILL would help if it were less of a hassle to use. As it is, I end up mainly using Emory for my research needs."

"Not even to mention the problems I encountered every time I attempted to request an interlibrary loan...."

>> LIBRARY'S RESPONSE:

We regret your having had difficulty using the Interlibrary Loan service. Hopefully the new electronic ILL request forms will make it easier and more efficient. These forms, one for book

loans and one for photocopies, are linked to the Library's home page: www.library.gatech.edu/borrow_order/borrow.html#. You may also request that articles be delivered to your email as PDF attachments.

We will continue to look for ways to make Interlibrary Loan faster and more convenient for the GT community. For any questions or concerns about ILL service, please contact Katharine Calhoun, Information Delivery Department, 404-894-0397, katharine.calhoun@library.gatech.edu.

IV. Miscellaneous:

>> FACULTY / STUDENT COMMENTS:

- *"ILL is nice but should not be the only avenue to resources in my field."*

>> LIBRARY'S RESPONSE:

You may wish to discuss this matter with the Information Consultant for your department and/or with Nancy Simons, Head of Collection Development, 404-894-1387, nancy.simons@library.gatech.edu.