



Experiences and Expectations of a Library Document Delivery Service: A Study with Service Users and Non-Users

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Background

Our Document Delivery Service: What We Do

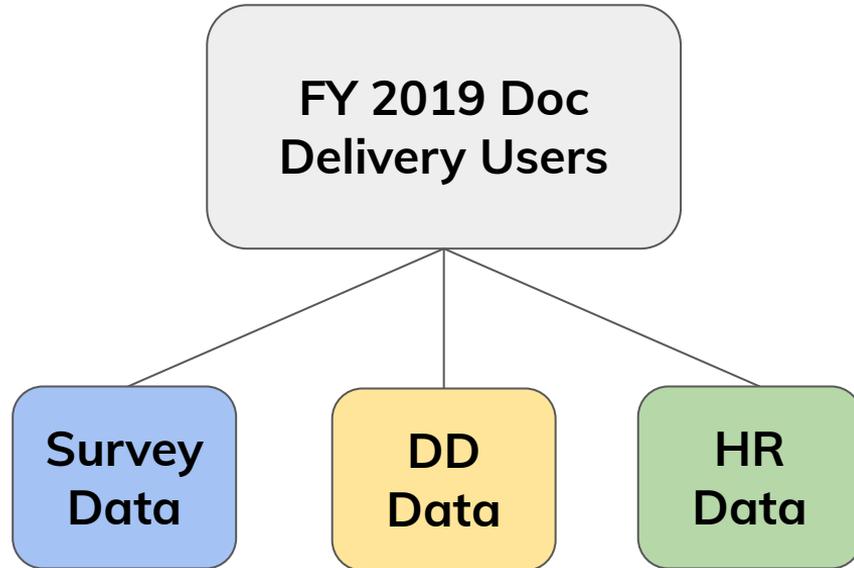
- Interlibrary Loan for all 3 U-M campuses
 - Ann Arbor, Flint, Dearborn
- Document Delivery
- Manage our Health Sciences offsite facility
- Provide office delivery of ILL material and our local collection (pre-pandemic)
- MelCat Lending-MI statewide consortia (pre-pandemic)
- Participate in Rapid, Docline, UBorrow

Context and Goals of Current Study

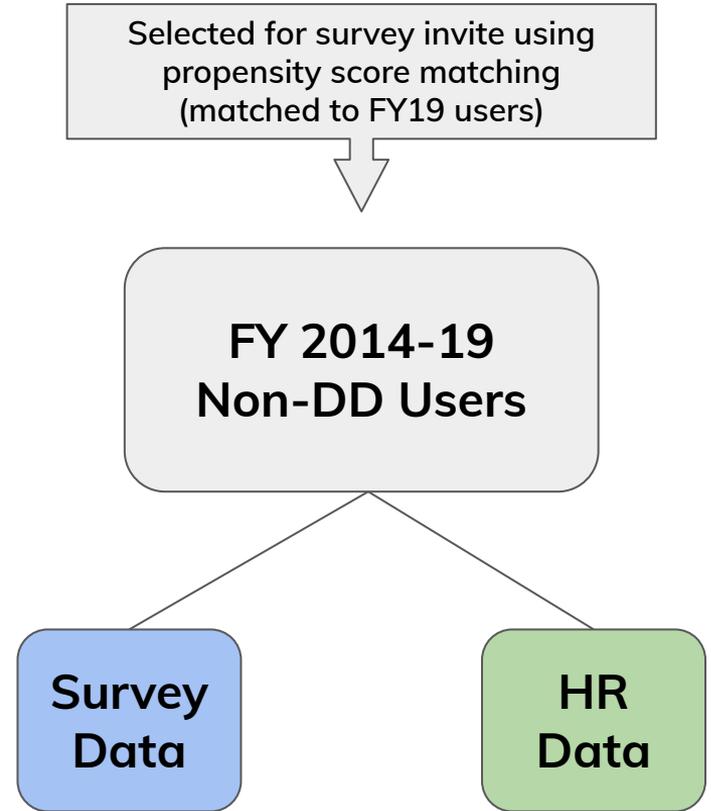
- Changes on the horizon:
 - More physical materials will be moving off site
 - Planning for a large, modern repository
 - Preparing for move to true “collective collection”
 - Move to new LSP
- Ideal time to learn more about:
 - Awareness of DD services
 - Use of DD services (what’s working well, areas for improvement)
 - Patron perceptions of upcoming changes

Methods

Study Design



of uses & delivery times



Survey Participants

FY 2019 Document Delivery Users

- 1,366 in sample
 - 25% survey response rate
- 52% grad students
- 48% faculty members (all tracks/ranks)
- Broad disciplinary areas:
 - 28% arts/humanities
 - 44% STEM
 - 25% social sciences
 - 3% mixed fields (e.g., pub. health)

FY14-19 Non-Users

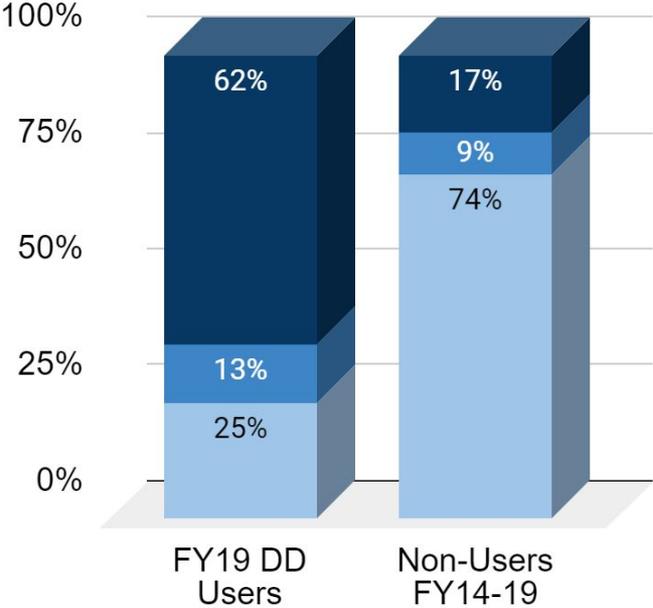
- 458 in sample
 - 12% survey response rate
- 67% grad students
- 33% faculty members (all tracks/ranks)
- Broad disciplinary areas:
 - 13% arts/humanities
 - 58% STEM
 - 25% social sciences
 - 3% mixed fields (e.g., pub. health)

Findings

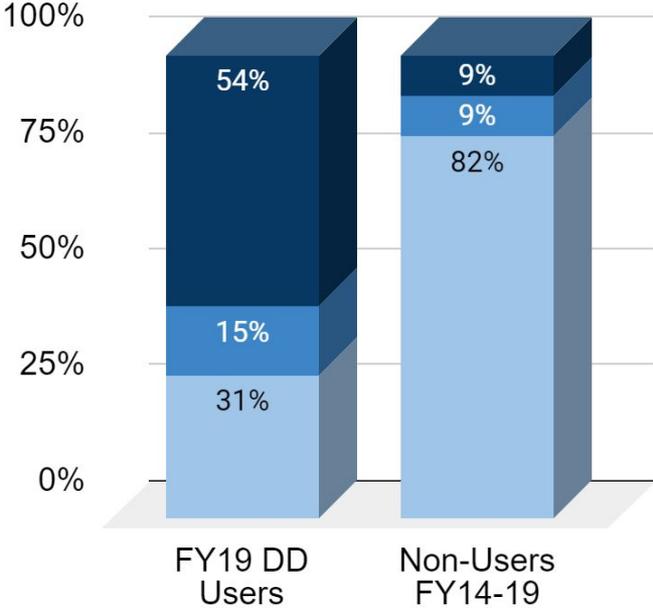
Reported Document Delivery Use

■ Multiple Times ■ Once ■ Never

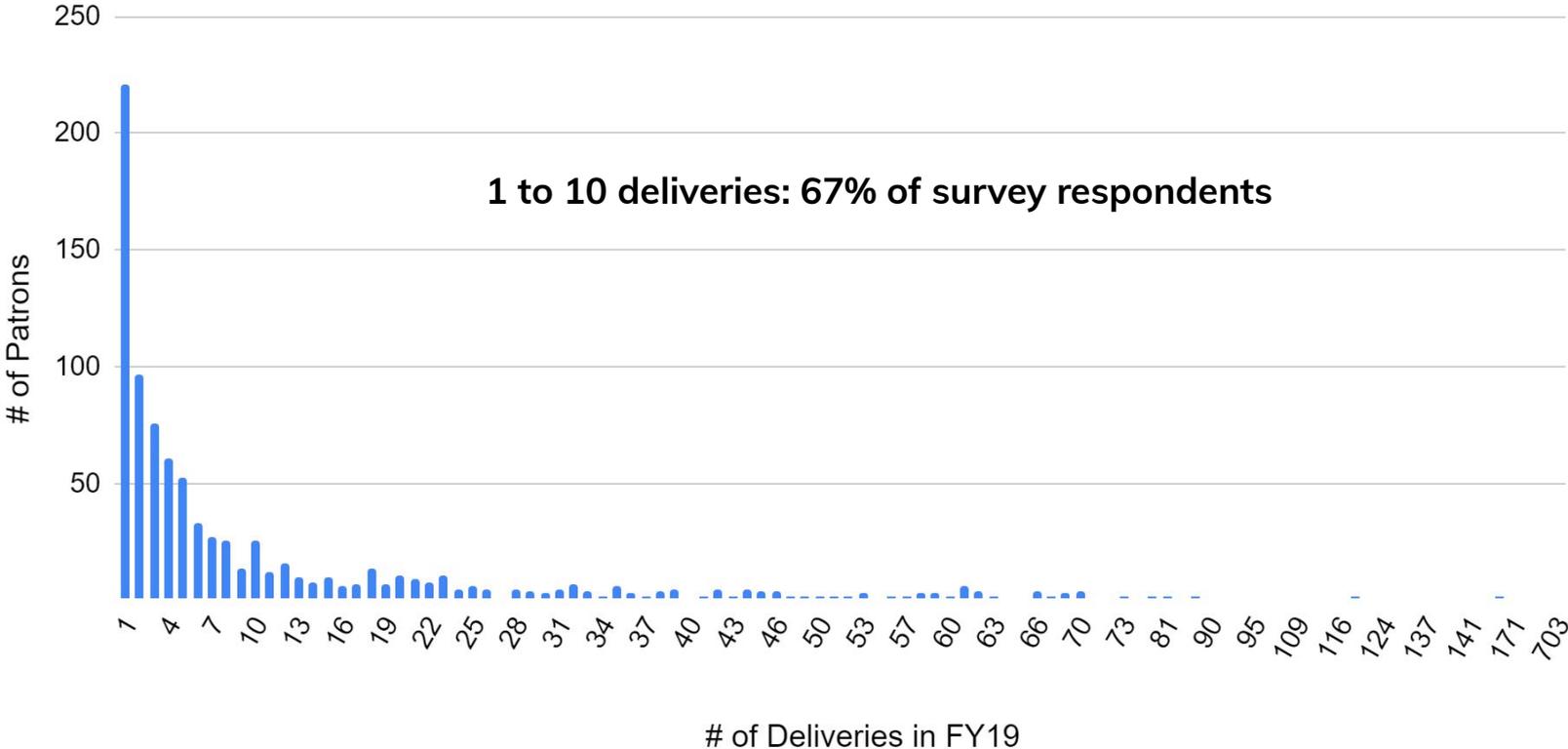
Physical Items Delivered



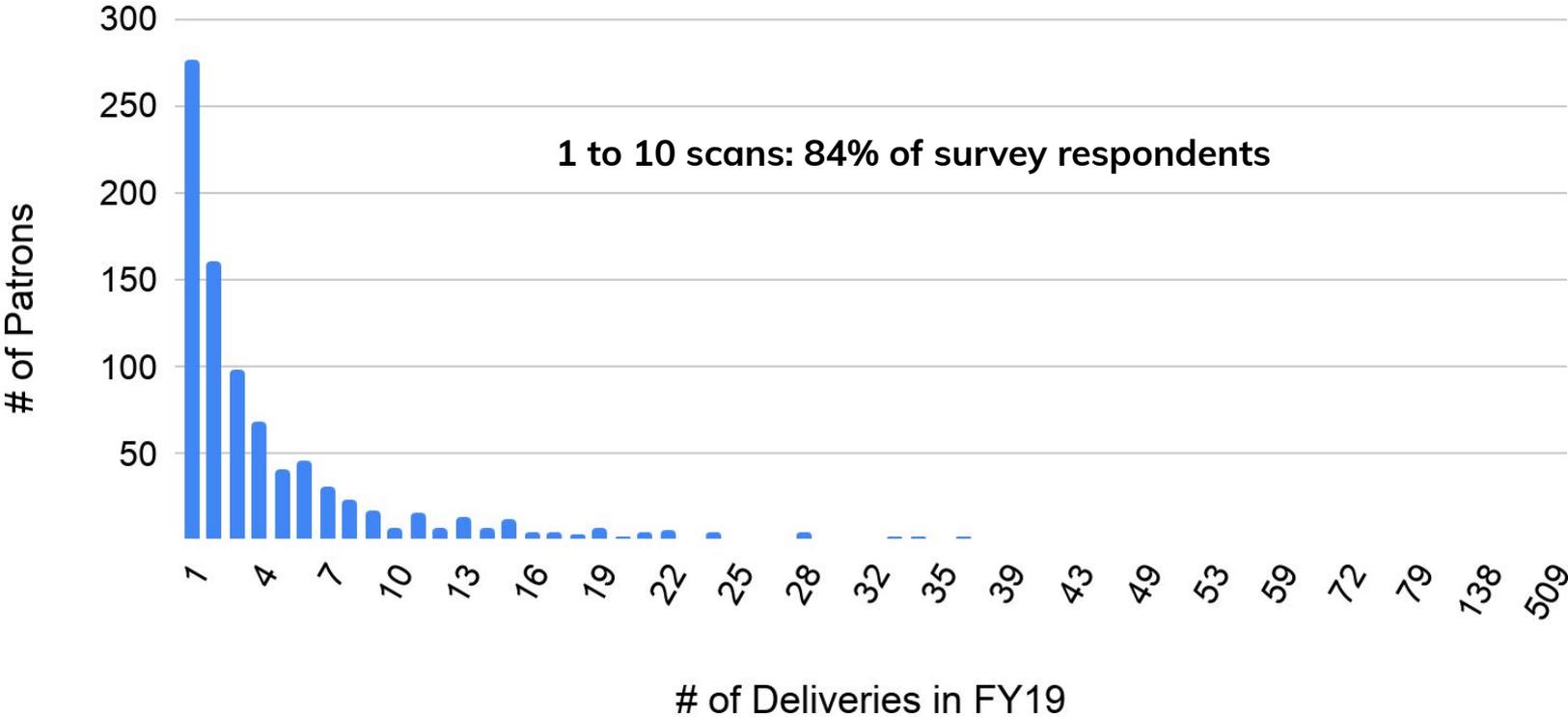
Documents Scanned/Emailed



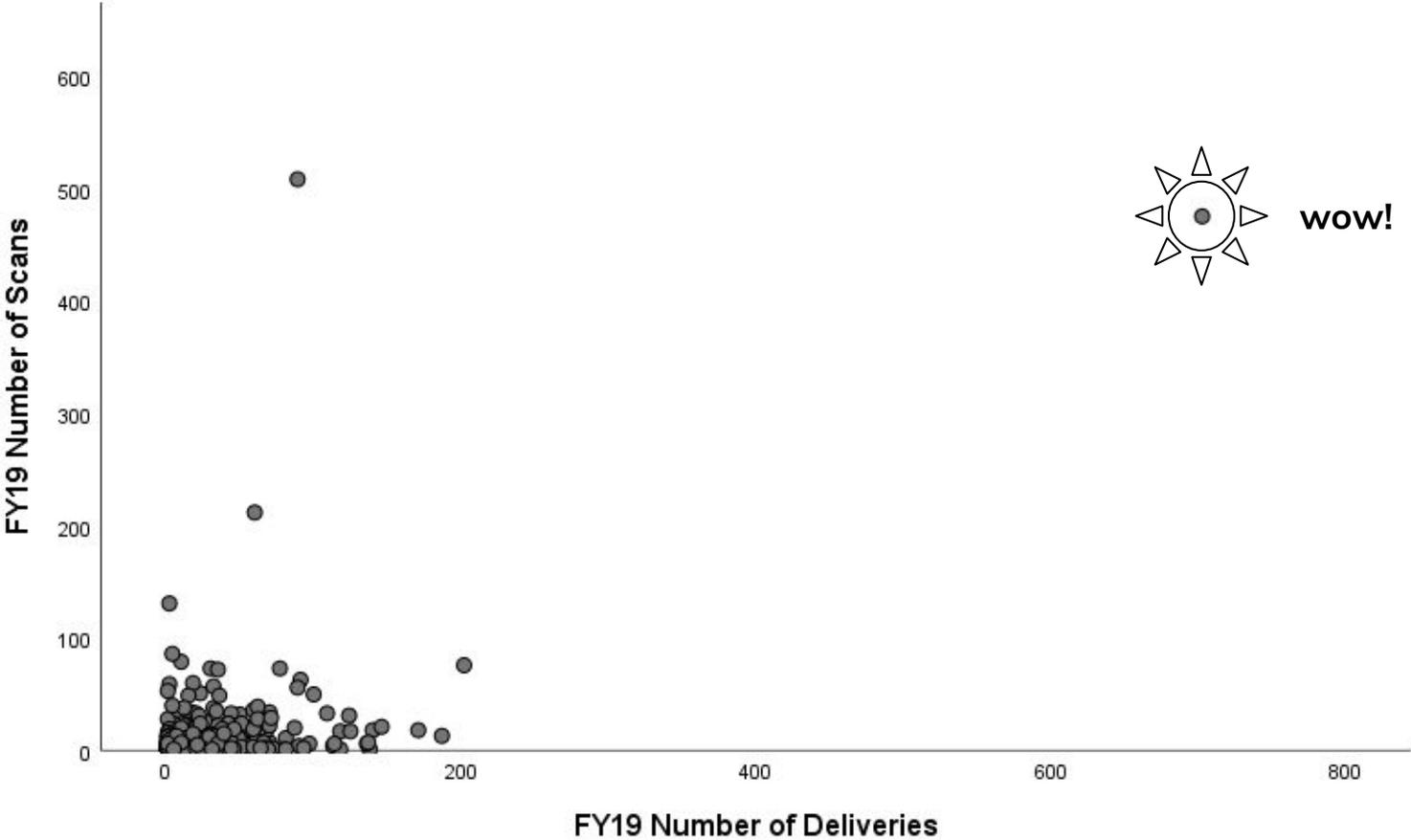
FY19 Recorded DD Use: # of Item Deliveries



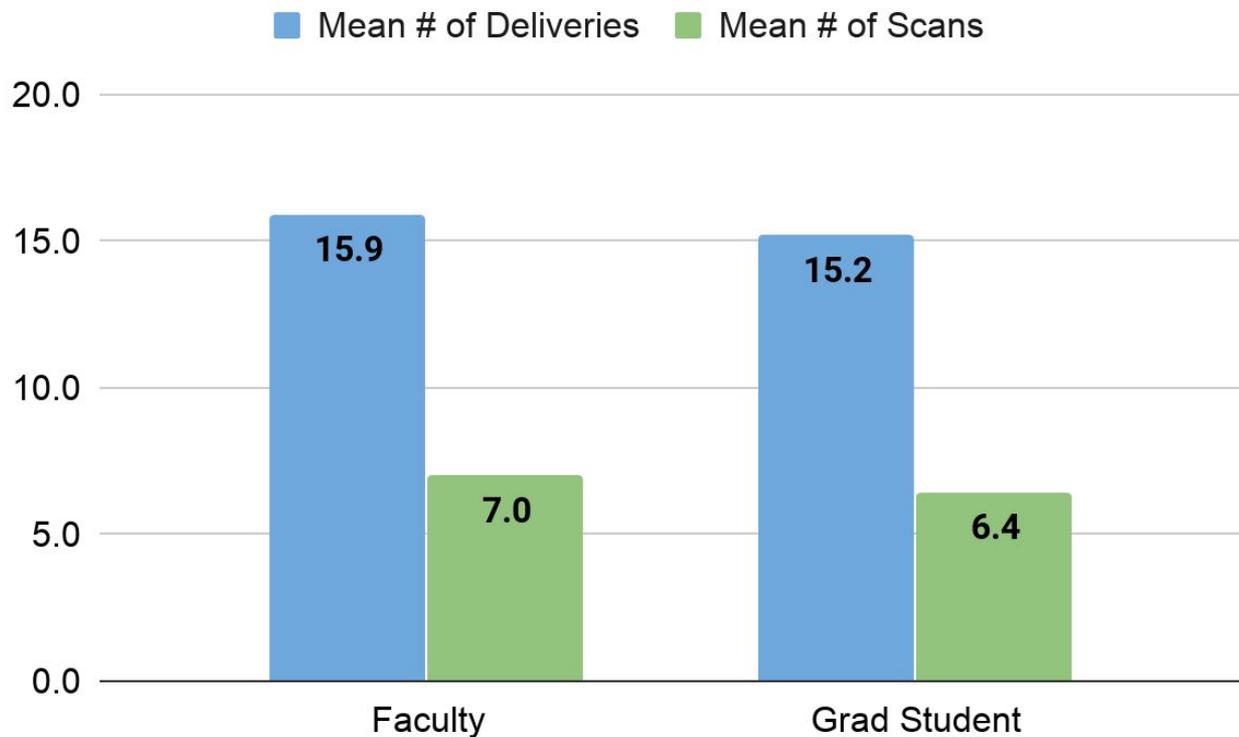
FY19 Recorded DD Use: # of Scans



Recorded Document Delivery Use



FY19 Document Delivery Use by Role

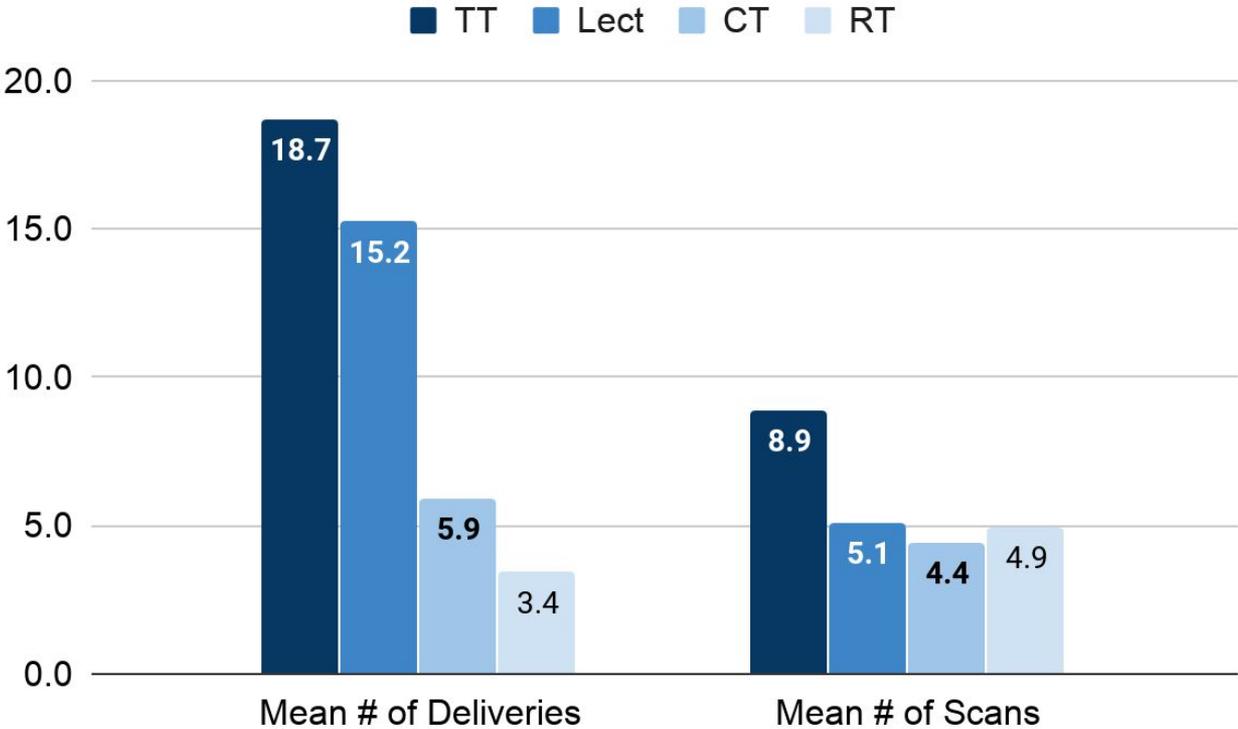


Analysis of users with at least one use within each DD type

Omits extreme outliers (200 + uses)

Faculty and students not significantly different in # of uses

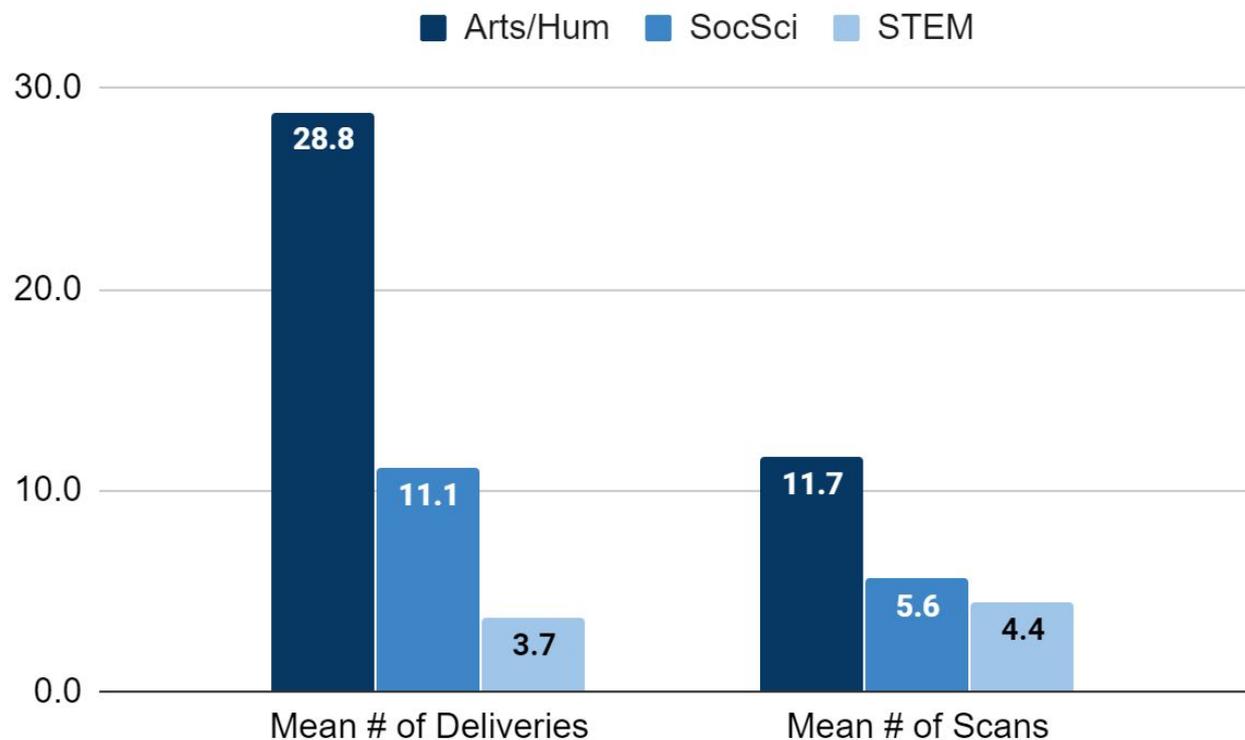
FY19 Document Delivery Use by Faculty Track



Analysis of users with at least one use within each DD type

Omits extreme outliers (200 + uses)

FY19 Document Delivery Use by Field Type



Analysis of users with at least one use within each DD type

Omits extreme outliers (200 + uses)

Turnaround Time Questions

Desired TAT → What timing would you typically want for...

Too-Long TAT → What would typically be too long for...

Experienced TAT → From what you remember, how long did delivery take for...

Response Scale

- Less than one day
- 1 day
- 2 days
- 3 days
- 4-5 days
- 6-7 days
- More than a week

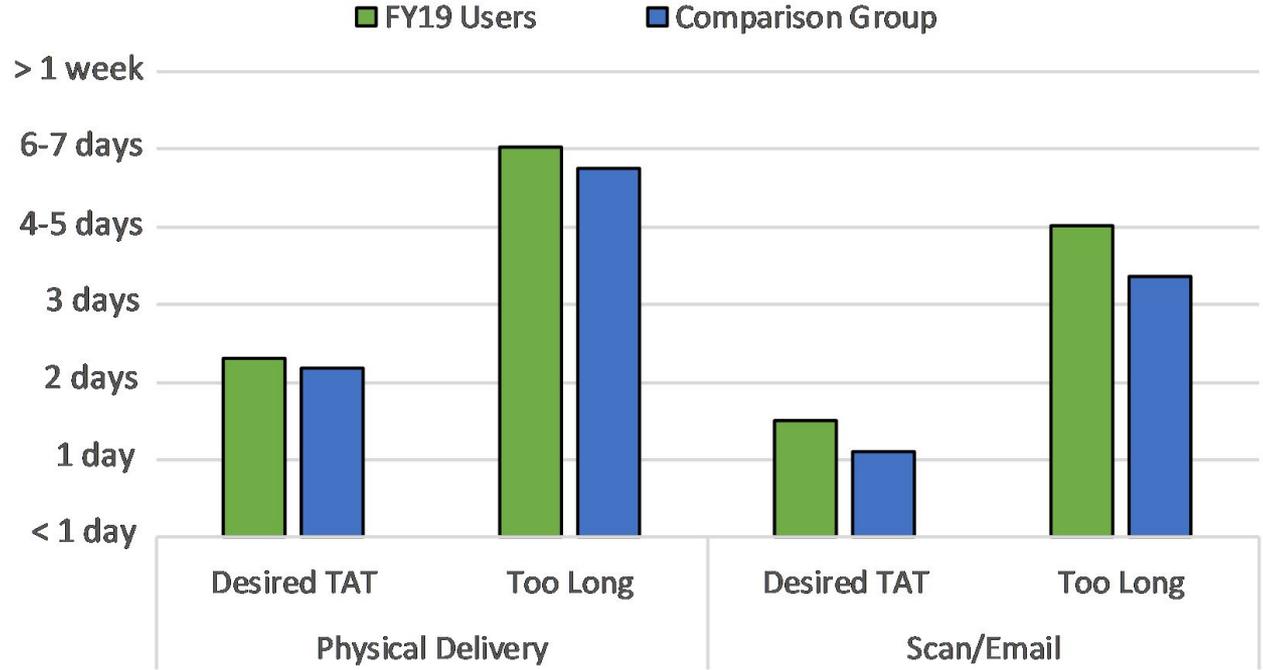
...delivery of physical item
...scan/email of document

Turnaround Time -- FY19 vs. Comp Group

Both groups quite similar

Mean TAT ratings shorter for scan/email compared to physical doc

(for both desired and too-long TATs)

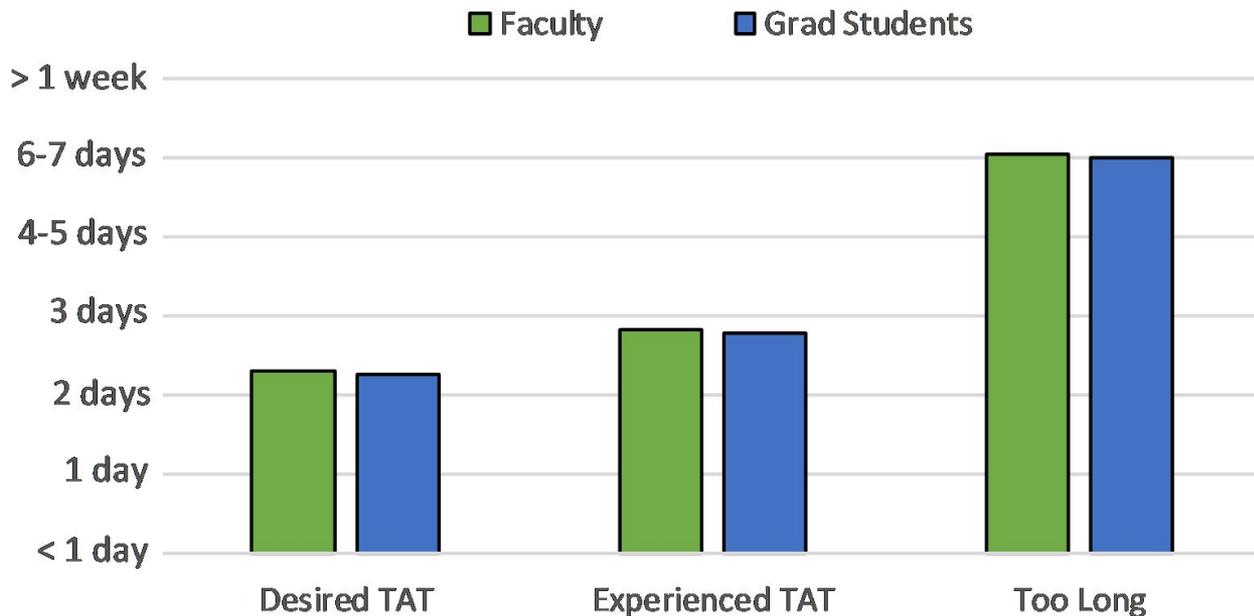


Delivery Turnaround Time -- FY19 Users

Faculty and students
very similar

Mean desired TAT
slightly lower than
mean experienced TAT

Mean experienced TAT
well lower than
too-long TAT

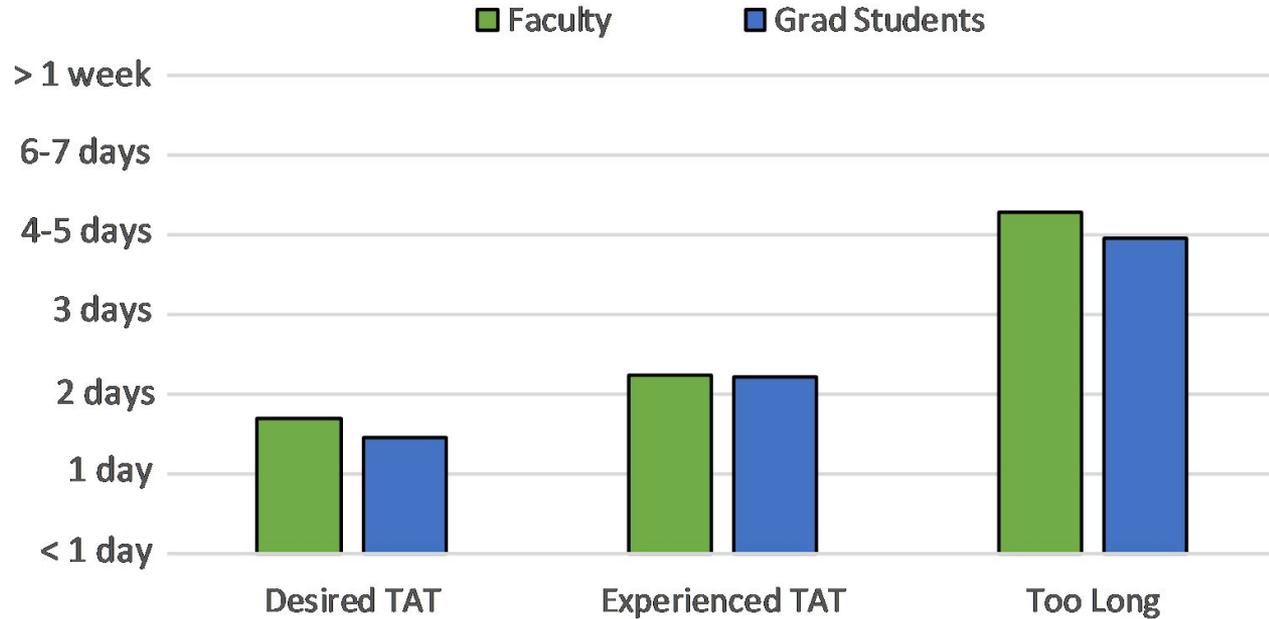


Scan Turnaround Time -- FY19 Users

Scan TAT ratings lower than delivery TATs

But same pattern:

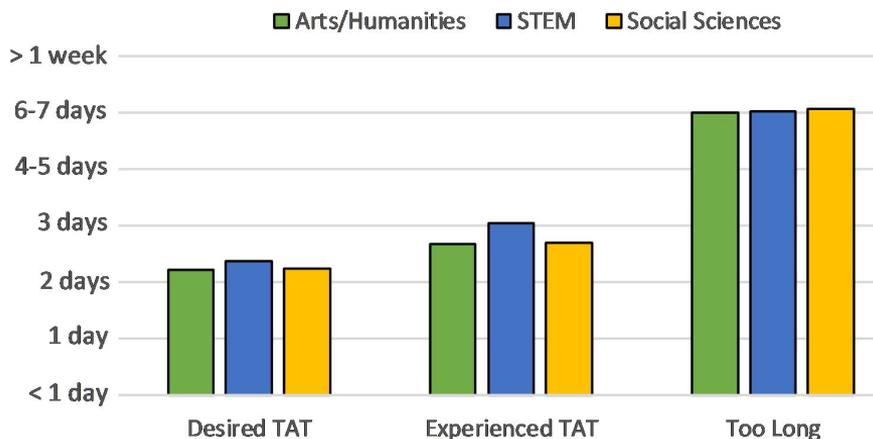
- Faculty & students similar
- Desired TAT slightly lower than experienced TAT
- Experienced TAT well lower than too-long TAT



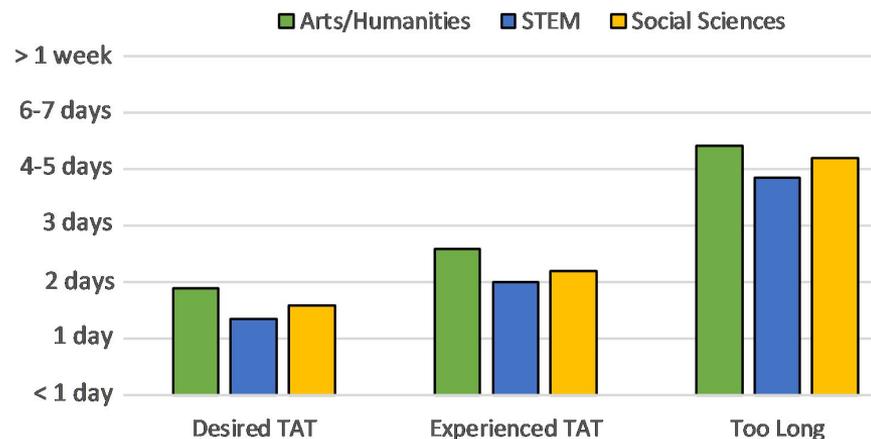
Turnaround Times -- FY19 Users by Field

No big differences across broad academic areas

Delivery



Scan/Email



Non-Use of Delivery & Scanning Services

Why lack of use among many in comparison sample?

279 responded to questions about this

Unaware of
Services

58%

Needed Docs
are Online

50%

Like Getting
Stuff Myself

14%

No Library
Needs

7%

Like Browsing
Stacks

4%

Who is Unaware of Services?

Are certain groups in comparison sample more likely to be unaware of services?

Faculty
48%

Students
62%

sig. difference ($p = .04$)

Arts/Hum
64%

STEM
54%

Soc Sci
65%

difference not sig.

Who Gets All Needed Docs Online?

Are certain groups in comparison sample more likely to get all needed docs online?

Faculty
52%

Students
46%

difference not sig.

Arts/Hum
14%

STEM
58%

Soc Sci
42%

sig. differences ($p < .001$)

Collections Scenario 1 -- Local Repository

More materials in local repository, with quick delivery

% neutral or fine with it

Faculty
92%

Students
91%

difference not sig.

Arts/Hum
91%

STEM
92%

Soc Sci
92%

differences not sig.

Collections Scenario 2 -- Collective Collection

More materials shared across universities, with quick delivery

% neutral or fine with it

Faculty
91%

Students
93%

difference sig. due to large sample

Arts/Hum
88%

STEM
96%

Soc Sci
90%

differences sig. ($p < .001$)

Collective Collection Scenario: Digging Deeper

Arts/Humanities area contains heaviest users and is least comfortable with this scenario

Differences within Arts/Hum? (% fine or neutral)

Faculty
86%

Students
90%

Difference not sig.

TT Faculty
84%

Lecturers
88%

Differences not sig.

Assistant: 79%

Associate: 86%

Full: 84%

Open-Ended Questions

Important features of a document delivery service:

- 1562 people wrote in responses! Very clear and unsurprising themes emerged:
 - Speed
 - Accuracy
 - Dependability
 - Good communication
 - Readability (for scans)
 - Easy process for making requests
 - Delivery to convenient location (e.g., to dept mailbox)

Open-Ended Questions

What can we do better?

- 509 people wrote in responses. Lots to code, but clear themes emerged:
 - Process for making requests should be even clearer
 - Cut down on problems with “Get This” links in Search records
 - Improve Library Search
 - Subscribe to more electronic resources (e.g., ebooks) / Make more things available online
 - More dropboxes around campus so that returning items is easier
 - Improve readability of scans
 - Speedier service (especially for scans)
 - Make it clearer how to use the service

What Now

Where We are Now

- On hold:
 - Immediate plans for new repository, due to spending freezes
- Still moving forward:
 - New accessibility remediation project for digital documents
 - Planning to place more material return boxes around campus
 - Working on ways to make scanning process faster
 - Collective collection: redefining what ownership means with departments on campus; it doesn't need to be on our shelves in order for people to have easy access
- Importantly, we gained a good sense that most faculty and graduate students are positive about:
 - Planned changes to the onsite collection
 - Current document delivery services