



THE GEORGE  
WASHINGTON  
UNIVERSITY  
MEDICAL CENTER  
WASHINGTON DC

## Interlibrary Loan/Document Delivery System



### GOALS:

- To create a method of receiving all requests outside of DOCLINE, Loansome Doc and OCLC in a consistent electronic format
- To track requests made by GWUMC faculty (not using Loansome Doc), staff, students and non-affiliated patrons filled in-house
- To provide a consistent invoicing method exclusive of QuickDoc
- To avoid double keying loan information
- To collect information about placing loans/requests in one place:
  - Fact Sheets
  - Cost for different users and types of requests
  - Material delivery options
  - Billing options

### PLATFORM AND FORMAT:

- ColdFusion
- Microsoft Access
- Requests are password-protected through the Online Control Panel

### OUTCOMES:

- Online Request Form is the only method, other than DOCLINE, Loansome Doc and OCLC to request Document Delivery or an Interlibrary Loan
- Specialist can now track each request from receipt to payment through the Online Control Panel
- Other staff members can use Control Panel to inform patron of request status
- Invoicing Specialist can create monthly invoice for each patron.
- Document requests are no longer keyed into QuickDoc
- Information about placing loans/requests is now in one place

# ONLINE REQUESTS: TOWARD EXPANDED AND EFFICIENT MANAGEMENT

Michael Acadia, MLS, Web Coordinator, Natalie Collins, MLS, Head, Cataloging & Reserves  
Patricia Wilson, Associate Director, Public Services  
Himmelfarb Health Sciences Library, The George Washington University

## Setting

- Document Delivery and Course Reserve Requests were being received in multiple formats:
  - DOCLINE
  - Loansome Doc
  - OCLC
  - ALA Forms received by fax, mail, hand-delivered
  - Email
  - Slips of paper left for ILL and Reserves Specialists
- Communication with patrons was difficult with so many formats
- Legibility was a serious problem
- Streamlining the flow of requests was essential to improve accuracy and efficiency

## Challenges

- Interlibrary Loan/Document Delivery
  - How far should we take development?
  - Should this be a permanent solution?
  - System design?
    - What is minimally necessary?
    - Maintenance?
- Course Reserves
  - System design?
  - How much time should be invested?
  - Copyright Clearance Center interface?

## Successes

- Interlibrary Loan/Document Delivery
  - Received over 1130 requests from January, 2002 to January 15, 2003
  - Faculty, staff, GWUMC students using the system
  - Non-affiliated patrons using the system
  - Specialist and patron receiving better information about:
    - Citations
    - Patron contact information
    - Delivery methods; more use of email delivery
    - Fewer citations need verification
    - Invoicing more efficient and timely leading to better cost recovery
- Course Reserves
  - Received 152 requests since September, 2002
  - Faculty is using system
  - Positive feedback from faculty:
    - More efficient service
    - Fewer delays in processing electronic reserves

## Future Directions

- Rebuild the Interlibrary Loan/Document Delivery system
- Provide a consistent login for all users showing all services where requests have been made:
  - Interlibrary Loan/Document Delivery
  - Course Reserves
  - Room Scheduling Requests
  - Library Classes Registrations
- Move both Interlibrary Loan/Document Delivery and Course Reserve system to SQL Server
- Investigate moving to another Interlibrary Loan/Document Delivery system

## Online Course Reserve Requests System

The Online Course Reserve Requests System receives heavy use two times a year as instructors prepare materials for the Fall and Spring semesters.

### GOALS:

- To create an online system for course reserve requests
- To provide a single mechanism for placing all requests for print or electronic reserves
- To increase the accuracy of information received
- To integrate E-reserves into course management system
- To facilitate communication between the Reserves Specialist and requester
- To reduce keying information
- To create a link to Copyright Clearance Center interface
- To document procedures and workflow for tasks done infrequently.

### PLATFORM AND FORMAT:

- ColdFusion
- Microsoft Access
- Requests are password-protected through the Online Control Panel

### OUTCOMES:

- Sole method of placing requests since August 15, 2002
- Improved citation accuracy
- Questions and problems communicated more efficiently
- Reduced additional keying
- Interface with the Copyright Clearance Center is in the planning stages

More development is planned for the Course Reserves System to parallel the Interlibrary Loan/ Document Delivery System.

#### ***Reserves Requests Workflow:***

1. instructor makes request
  - automatic email response to instructor and library
2. instructor brings reserve materials and printed email to library
3. library staff reviews requests and updates database
  - marks requests as reviewed
4. if request does not need copyright approval, close out request in database  
-- DONE --
5. if request does need copyright approval, mark requests in database
6. notify faculty members of copyright issues – send email from within system to instructor
7. upon approval from faculty, send marked requests to Biomedical Communications for processing
  - generate pre-filled PDF Copyright Clearance Center form; automatically send email to Biomedical Communications with attached CCC form
8. once Biomedical Communications has the form, they will update database to mark request as pending approval from CCC
9. upon CCC approval:
  - Biomedical Communications will notify library
    - auto-generated email from within control panel
  - Biomedical Communications notifies and bills faculty of CCC approval
  - bill faculty for copyright cost
    - generate PDF bill, email to faculty
10. upon receipt of payment, close out request  
-- DONE --