

# If It's Canceled, Do They Find It? Library Users' Responses to Canceled Interlibrary Loan Requests

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# About SDSU

- ▶ South Dakota's most comprehensive higher-education institution
- ▶ Morrill Act land-grant university
- ▶ 12,500 Students
- ▶ 669 Faculty
- ▶ 74 majors, 42 specializations, 67 minors
- ▶ 30 master's degree programs
- ▶ 13 Ph.D. programs, 2 professional doctorates

# Interlibrary Loan at SDSU

- ▶ ILLiad Software
- ▶ 1.5+ FTE staff members, student assistants
- ▶ 9,000 borrowing requests annually
- ▶ 2,000 borrowing requests canceled annually

# Project Overview

- ▶ ILLiad report for fall 2013
  - ▶ Identified library users
  - ▶ Number of cancelations/reasons
- ▶ Phone interview
- ▶ Follow-up QuestionPro survey

# Data Gathered - Overall Numbers

- ▶ 237 library users/473 cancelations
- ▶ Reasons for Cancelation
  - ▶ Available in print in Library: 161 (34%)
  - ▶ Cost: 113 (23.8%)
  - ▶ Exhausted all sources: 55 (11.6%)
  - ▶ Non-English: 32 (6.7%)
  - ▶ Available online at Library: 19 (4%)
  - ▶ Other: 54 (11.1%)

# Preliminary Data Gathered

- ▶ 55 patrons contacted, 86 requests analyzed
- ▶ Top reasons for cancelation:
  - ▶ Available in print in Library: 31 (36%)
  - ▶ Cost: 27 (31%)
  - ▶ Exhausted all sources: 8 (9%)
  - ▶ Non-English: 7 (8%)
  - ▶ Other: 13 (16%)

# User Responses to Canceled Requests

## Library Owns - 38 items

- ▶ 45% Obtained
- ▶ 45% Did not obtain
- ▶ 10% Unsure

## Library Does Not Own - 48 items

- ▶ 27% Used other sources
- ▶ 4% Purchased the item
- ▶ 69% Did nothing

- 9% of total canceled requests were obtained through help from a librarian

# Decision Making

- ▶ Use of print collection
  - ▶ Document delivery
  - ▶ Shelving redesign
- ▶ Charges (\$)
  - ▶ Policy change, allocate funds
- ▶ Library instruction



Questions?

The background features a complex, abstract design of overlapping, semi-transparent blue triangles and polygons. The colors range from light sky blue to deep navy blue. The shapes are layered, creating a sense of depth and movement. The overall composition is modern and clean, typical of a corporate or professional presentation slide.