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

Nancy Marshall, Distance Information Services Librarian
Mary Kraljic, Access Services Librarian
South Dakota State University, Brookings, SD
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?