

**Document Delivery Survey Final Report  
Boatwright Memorial Library  
University of Richmond  
December 11, 2009**

Document Delivery is a library service available to all UR faculty and staff. The service includes delivery of books, articles, and reference book chapters for items that the UR Libraries owns in print format. Articles are scanned and sent to faculty and staff via email, while books are delivered on campus to departments.

The document delivery service is a cooperative effort between two library services, Interlibrary Loan (ILL) and the Media Resource Center (MRC) and makes use of both full time and student employees. During the 2008-2009 academic year, the library chose to assess the document delivery service as part of the SACS (Southern Association of Colleges and Universities) Assessment Plan.

Two measures were used to evaluate the service. Interlibrary Loan and Media Resource Center staff tracked the number of books processed for document delivery and the number of books delivered within two working days. The second measure was a short survey developed using the StudentVoice Survey software.

The data collected by MRC staff revealed that between January and April of 2009 over 1,000 books were delivered to faculty and staff. Of the books delivered, 99% were delivered within two business days. This was significantly higher than the predicted target of 80% and validated, internally, the efficiency of the service.

The survey data coincided with the data collected by Interlibrary Loan and the MRC. The survey was emailed to all users of the service and responses were anonymous. Two questions were included in the survey. The first question focused on delivery time to offices and the second question asked about their overall satisfaction with the service. A section for comments was also provided. This survey revealed that 88.34% of items were delivered within 2 business days, well above the target of 80%. In addition, the survey found that 97.47% of the users were either "very satisfied" or "moderately satisfied".

The comments section of the survey proved valuable. Here are the comments we received:

**-Users expressed some frustration with not getting more than five items delivered per day.** Items are limited to five items per day due to staffing, logistical, and responsibility concerns. The MRC does not employ enough students to allow for large delivery quantities each day. However, when a patron's request is more than five items, the materials are delivered on consecutive work days (five at a time) until all materials are delivered.

**-Users also inquired about having items picked-up once the user is finished using them.** Library staff discussed this option, but at this time we do not have sufficient staffing for pick-up service. There would also be difficulty in coordinating pick-up schedules with support staff that manage academic offices.

**-Another perceived problem was that the library's online catalog did not seem to display videos and DVDs and users wanted a separate catalogue for these items.** Filters are easily applied through a drop

down menu on the catalog and then results are displayed. Additionally a list of video and DVD titles can be accessed at the MRC's website <http://library.richmond.edu/mrc/movies.html>.

**-Dissatisfaction with the document delivery request form.** Library staff members are concerned about the form as well, but since it is provided by our online catalog vendor, we have limited control on changes. However, we will pursue possible changes through the library systems staff.

In summary, this assessment reaffirmed our belief that document delivery is a valuable and efficient service. It is clear that users value and appreciate the service. Going forward, it will be important for Interlibrary Loan and the Media Resource Center to maintain and continue the high level of service so that users continue to see this service in a positive light.

## Data

### MRC Statistics:

Over 1000 books were processed between January and April of 2009. 99% were delivered within two business days.

### Survey:

The email survey went to 79 document delivery users and 79 responses were received.

### Question 1: How soon did the items arrive at the departmental office after you received confirmation of the request from the Interlibrary Loan Department?

Same day (7.59%)  
Business Day (46.57%)  
2 Business Days (34.18%)  
3 or More Business Days (12.66%)

### Question 2: How satisfied are you with the Boatwright Library document delivery service?

Very Satisfied (86.08%)  
Moderately Satisfied (11.39%)  
Moderately Dissatisfied (2.53%)  
Very Dissatisfied (0%)

The survey shows that 88.34% of materials were delivered within two days, which is significantly higher than the 80% stated in the library assessment outcome measure. 97.7% of the respondents were either very satisfied or moderately satisfied with the document delivery service.

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