DocDellionaires

Increasing Faculty Participation in Your Library Services...
A UT Austin Case Study

Kristin Walker
Document Delivery Librarian
University of Texas at Austin
IDS Project Conference July 30-31, 2015
About UT

- Founded in 1883
- UT Austin has 12 branch libraries, 3 storage facilities and 5 archival special collection branches
- More than 10 million volumes within the UT Libraries collections
- UT is counted in the OCLC top 10 for items loaned to other libraries
- Over 39,523 undergraduates, 11,790 graduate students and 3000 faculty and about 10,000 staff members
- Our unit has 10 FTE and 1.5 student FTE
- FY 1314: Lending:71,920 Borrowing: 28, 357 Doc Del: 15,546 Total requests received: 115,823
How it all started

The Vice Provost of The UT Libraries and many faculty members wanted on campus scanning from the UT Libraries collections

Obstacles to starting the service were imagined costs, staffing, volume of requests and turnaround times

Having the branch libraries participate in the scanning made the service possible

Got the service running with no additional staff
Got GAS?

We went with the self referencing name of Get a Scan

A lot of our proposed names for the service were shot down. Failed naming attempts include:

- Leave it to Bevo
- UT Super Scan
- Get it
- Retrievo
- Lasso
- Library Monkey
- Boris
We added this button to our catalog records.

### Print holdings serial record from our online catalog

<table>
<thead>
<tr>
<th>Location</th>
<th>Call No</th>
<th>Current Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.124 NO 1-4 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.122-123 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.120 NO 3-4 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.119-120 NO 2 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.121 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.117-118 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.115 -116 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.113-114 1991</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.111-112 1990</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.108-110 1990</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Chemistry Library</td>
<td>QC 595 F4 V.105-107 1990</td>
<td>AVAILABLE</td>
</tr>
</tbody>
</table>
InterLibrary Services (ILS)

Get it @ InterLibrary Services

Students, Faculty and Staff at UT

- ILS Login to request a loan of an item not owned by the UT Libraries.
- Get A Scan of an article or a chapter from the UT Libraries and beyond. Scanning restrictions.

Learn more about eligibility and options if you are a(n):
- On Campus User
- UT Remote Delivery User
- Pickle Research User
- UT Retiree

How long will it take?

- An ILS loan request: 5 - 10 days
- Get A Scan: 3 days

Contact, Location and Hours

Get it from ILS

External Libraries and Researchers

Libraries, Corporations and Organizations
- First Time User
- Lending Login

Fees and Policies

Individuals
- Document Express

Fees and Policies
Doc Del Requests Submitted Since the Start of the Service

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Faculty</th>
<th>Grad</th>
<th>Undergrad</th>
<th>Staff</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY1415 (to 7/15/15)</td>
<td>3287</td>
<td>9505</td>
<td>1361</td>
<td>989</td>
<td>15,142</td>
</tr>
<tr>
<td>FY1314</td>
<td>3081</td>
<td>8421</td>
<td>1075</td>
<td>1391</td>
<td>13,968</td>
</tr>
</tbody>
</table>
# New User Registrations

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total New Users Registered</th>
<th>Faculty</th>
<th>Grad</th>
<th>Undergrad</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY1415 (to 7/15/15)</td>
<td>4352</td>
<td>242</td>
<td>1525</td>
<td>2258</td>
<td>327</td>
</tr>
<tr>
<td>FY1314</td>
<td>5009</td>
<td>319</td>
<td>1897</td>
<td>2392</td>
<td>401</td>
</tr>
<tr>
<td>FY1213</td>
<td>2652</td>
<td>186</td>
<td>1238</td>
<td>967</td>
<td>261</td>
</tr>
<tr>
<td>FY1112</td>
<td>2457</td>
<td>173</td>
<td>1226</td>
<td>804</td>
<td>254</td>
</tr>
<tr>
<td>FY1011</td>
<td>2407</td>
<td>143</td>
<td>1137</td>
<td>903</td>
<td>224</td>
</tr>
</tbody>
</table>

Start of Get a Scan service 10/2013
## Faculty Request Numbers

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Article - Borrowing</th>
<th>Article - Doc Del</th>
<th>Loan</th>
<th>Total Faculty Requests Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY1415 (to 7/22/15)</td>
<td>3287</td>
<td>3407</td>
<td>2805</td>
<td>9499</td>
</tr>
<tr>
<td>FY1314</td>
<td>3081</td>
<td>2944</td>
<td>2739</td>
<td>8764</td>
</tr>
<tr>
<td>FY1213</td>
<td>2766</td>
<td></td>
<td>2334</td>
<td>5100</td>
</tr>
<tr>
<td>FY1112</td>
<td>2906</td>
<td></td>
<td>2461</td>
<td>5367</td>
</tr>
<tr>
<td>FY1011</td>
<td>2983</td>
<td></td>
<td>2971</td>
<td>5954</td>
</tr>
</tbody>
</table>

Start of Get a Scan service 10/2013
## Combined Articles Doc Del and Borrowing for Other Patron Groups

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Graduate</th>
<th>Undergraduate</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY1415</td>
<td>19,534</td>
<td>2890</td>
<td>1954</td>
</tr>
<tr>
<td>FY1314</td>
<td>16,628</td>
<td>2386</td>
<td>2820</td>
</tr>
<tr>
<td>FY1213</td>
<td>11,128</td>
<td>1454</td>
<td>2431</td>
</tr>
<tr>
<td>FY1112</td>
<td>10,973</td>
<td>2088</td>
<td>3264</td>
</tr>
</tbody>
</table>
Loan numbers over the years

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Faculty</th>
<th>Graduate</th>
<th>Undergraduate</th>
<th>Staff</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY1415 (to 7/15/15)</td>
<td>2805</td>
<td>8698</td>
<td>1385</td>
<td>1688</td>
<td>14,576</td>
</tr>
<tr>
<td>FY1314</td>
<td>2739</td>
<td>8296</td>
<td>1361</td>
<td>1759</td>
<td>14,155</td>
</tr>
<tr>
<td>FY1213</td>
<td>2334</td>
<td>8421</td>
<td>1594</td>
<td>1932</td>
<td>14,281</td>
</tr>
<tr>
<td>FY1112</td>
<td>2461</td>
<td>9889</td>
<td>1124</td>
<td>2154</td>
<td>15,628</td>
</tr>
</tbody>
</table>

Loan request numbers have been generally pretty flat across patron types, except for faculty which shows a slight rise.
Other Programs That Increase Faculty Participation in the UT Libraries

RESEARCH+PIZZA
Brings together UT students and researchers for informal lunchtime presentations and discussions. These monthly events are open to all UT students, faculty and staff are always very well attended.
Science Study Breaks
Faculty members discuss realms of scientific possibility, evaluate presentations of science in popular culture, or mercilessly mock bad science and worse screenwriting. Students are encouraged to develop their “Bad Science Detector” and discover library resources they can use to check the facts.
Library Advisory Committee

A committee made up of faculty members, local business owners, authors, alumni and students. "The Advisory Council brings together community and academic leaders who share a mutual commitment to champion the libraries of the University in a public way to promote its world-class stature and its service to higher education, the citizens of Texas and the world beyond." - Tony Budet
• Happy Faculty = Happy Provosts and Presidents

• Faculty may be able to advocate for your library if your institution is faced with budget cuts such as serials cancellations

• Facilitating faculty research benefits the entire university

• Faculty often have great ideas for service improvements

• Faculty can foster undergraduate engagement in libraries by sharing their research
Questions?

Kristin Walker
Document Delivery Librarian
University of Texas at Austin
Kristin.walker@Austin.utexas.edu