

## Document Delivery Service by Central Library, Babasaheb Bhimrao Ambedkar University, Lucknow: A Study

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### ABSTRACT

Interlibrary loan, also recognised as interloan, interlending, document delivery, or document supply is a service whereby a user of one library can borrow books or receive photocopies of documents that are owned by another library<sup>1</sup>. Babasaheb Bhimrao Ambedkar University (BBAU), Lucknow is a central university established in 1996. The University became a member of JCCC@UGC-INFONET in April 2008. The present paper discusses theoretical and practical frameworks of document delivery service (DDS) which was initiated by the University in July 2009. The paper deals with the steps and methods involved in DDS. It throws light on the advantages and disadvantages of the service and provides an understanding on the role of INFLIBNET for supporting the service in higher education. For this study, all the available official records were consulted, analysed and presented in tabulated form. The paper highlights the use and utility of the service and gives recommendations for improvement in services.

**Keywords:** UGC-INFONET, DDS centers, resource-sharing, inter-library loan, document delivery service

### 1. INTRODUCTION

Emergence of Information and Library Network (INFLIBNET) is proven to be a revolution in higher education in India. Its involvement in creating infrastructure for sharing of library and information resources and services among academic and research institutions in India has a great impact. Sophisticated access mechanisms, increases serials costs, new technologies, and growing researcher needs and expectations are all driving libraries to reassess basic assumptions about interlibrary loan (ILL) and document delivery<sup>2</sup>.

The term document delivery is used for a service, namely, the supply of journal articles and other copies on a personalised basis, whether these come from other libraries or direct from publishers. The end-user is usually responsible for any fees, such as costs for postage or photocopying<sup>1</sup>. The user makes a request to their library, which, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return. The lending library usually sets the due date and overdue fees of the material borrowed. Although books and journal articles are the most frequently requested items, but some libraries lend audio recordings, video recordings, maps, sheet music, and microforms of all kinds<sup>1</sup>.

The advent of ILL, information explosion, and scarcity of budget has forced libraries to supply

the documents to the users not only from their own collection but also from collection of other libraries<sup>3</sup>. The Xeroxing was developed in 1960 then it became possible to provide photocopies of documents<sup>4</sup>. According to Dictionary of Library and Information Science, "The provision of published or unpublished documents in hard copy, microform, or digital format, usually for a fixed fee upon request. In most libraries, document delivery service is provided by the interlibrary loan office on a cost-recovery basis. The patron is usually required to pick up printed material at the library, but electronic full-text may be forwarded via e-mail. Also refers to the physical or electronic delivery of documents from a library collection to the residence or place of business of a library user, upon request"<sup>5</sup>.

To fulfill the information needs of the end-user through supply of information documents is known as document delivery service<sup>6</sup>.

#### 1.1. Advantages/disadvantages of Document Delivery Service

The service has following advantages:

- (i) It shows efficiency and commitment of the library to serve the users.
- (ii) It is more effective service in absence of a specific document.
- (iii) It is cost-effective service as it depends on resource sharing among libraries.

- (iv) It provides more user satisfaction and fulfils gap of non availability of documents.
- (v) It solves budget-related problem of the libraries.

The service has following disadvantages:

- (i) It is time consuming, as it depends on the efforts of others libraries.
- (ii) Sometimes, the overlapping of request documents caused problems to libraries.
- (iii) Users may forget after making a request to a document.

## 2. OBJECTIVES OF THE STUDY

In this study, the DDS implemented and provided by the central library, Babasaheb Bhimrao Ambedkar University, Lucknow is analysed and discussed. An attempt is made to find out the usage of the service by the user with the help of available official records. The study suggests few ways of making it better and effective to satisfy the needs of the research community of the university. This study can be useful for the students of the library and information science (LIS) at a large. After the analysis of the records, it is observed that this service is proved a way by which the users' information needs satisfy up to some extent. The main objectives of the study are to:

- (i) Understand the role of INFLIBNET Centre in DDS
- (ii) Know the growth, development and usage of DDS in the central library, and
- (iii) Suggest the ways for betterment of the DDS.

## 3. METHODOLOGY

Since, the central library is responsible for supply of documents to the users who request under this service, therefore, it maintains all the records. The official records are an invaluable tool of data gathering for case study research that is focused on the past and its impact on the present. The careful analysis of records can provide valuable information on the life, concerns, and aspirations of individuals and groups, as well as on the activity, structure, mission, and goals of associations, organisations, and institutions. For this study, all the available records were consulted and analysed and the results were presented in the subsequent tables.

## 4. ANALYSIS

### 4.1 Role of INFLIBNET

INFLIBNET Centre is an autonomous inter-university centre of the University Grants Commission (UGC) of India, started in 1991 with its headquarter at Gujarat University Campus, Ahmadabad. INFLIBNET

is involved in modernising university libraries in India and connecting them through a nation-wide high speed data network for information and resource sharing<sup>7</sup>. It has initiated interlibrary loans and document delivery services from the comprehensive collection of subscribed journals under JCCC@UGC-INFONET. JCCC is J-Gate Custom Content for a group of homogeneous consortia members<sup>8</sup>. INFLIBNET has designated 22 libraries to fulfill ILL request from the users, affiliated to 149 universities covered under UGC. The 22 universities were identified as document delivery/ILL centres by the INFLIBNET at the time of starting JCCC<sup>9</sup> as given in Table 1.

These document delivery centres deliver, on demand, the copies of papers from learned journals, conference proceedings and other materials available in their collection at free/nominal cost on No profit-No loss basis and expected to be prompt<sup>9</sup>. Universities can request for articles from the journal holdings of those libraries wherever they find useful articles in JCCC search, that are not available in that particular library<sup>7</sup>.

**Table 1. Document delivery/inter library loan centers**

S. No.	University	Place
1.	Annamalai University	Annamalai Nagar (Tamil Nadu)
2.	Banaras Hindu University	Varanasi (Uttar Pradesh)
3.	Bangalore University	Bangalore (Karnataka)
4.	Jawaharlal Nehru University	New Delhi
5.	Maharaja Sayajirao University of Baroda	Baroda (Gujarat)
6.	North Eastern Hill University	Darjiling (West Bengal)
7.	Pondicherry University	Pondicherry (Goa)
8.	Punjabi University	Patiala (Punjab)
9.	University of Calcutta	Kolkata (West Bengal)
10.	University of Hyderabad	Hyderabad (Andhra Pradesh)
11.	University of Pune	Pune (Maharashtra)
12.	Assam University	Silchar (Assam)
13.	Banasthali University	Banasthali (Rajasthan)
14.	Jadavpur University	Kolkata (West Bengal)
15.	Kurukshetra University	Kurukshetra (Haryana)
16.	Nagpur University	Nagpur (Maharashtra)
17.	Pandit Ravishankar Shukla University	Raipur (Chhattisgarh)
18.	Punjab University	Chandigarh (Punjab)
19.	Tata Institute of Social Sciences	Mumbai (Maharashtra)
20.	University of Delhi	Delhi
21.	University of Madras	Chennai (Tamil Nadu)
22.	University of Rajasthan	Jaipur (Rajasthan)

## 4.2 Steps in Document Delivery Service

The following steps are involved in document delivery service available in the library of Babasaheb Bhimrao Ambedkar University:

- (i) Receiving of requests from the users via e-mail
- (ii) Identification of bibliographical detail of documents
- (iii) Identification of supplier and publisher of documents
- (iv) Processing of the request and checking availability of document in library collection.
- (v) Making a formal request, if document is not available in library collection (or sometimes placing order) for supply of documents to the concerned supply centre or supplier
- (vi) Receiving of document and proper record by the library
- (vii) Informing the concerned users and delivery of the document.

## 4.3 Methods of Document Delivery Service

University library meets out the demand of the documents through different methods. The library delivers request documents through:

- (i) Available library resources
- (ii) Inter-library-loan among libraries
- (iii) Library consortia, such as, UGC-INFONET digital library consortium, etc.
- (iv) Vendors by subscribing request documents
- (v) Online by collecting documents from the websites
- (vi) Request through the document delivery centres

## 4.4 Usage of Document Delivery Services

To know the usage of the document delivery services provided by the Library, an analysis of records has been carried out.

### 4.4.1 Gender-wise Distribution of Receivers

To get the gender-wise distribution of the users who received documents from the library, the records were analysed. It revealed that the majority of the documents were received by the 334 (92.78 %) male users, it shows that the Male users are more aware, while the female users (26 (7.22 %) need orientation for awareness.

### 4.4.2 Users Category

During the analysis of records, the categories of the users were identified which are given in the Table 2. However, the faculty members need more documents to fulfill their day-to-day requirement

though the faculty members have received fewer documents from the library. The faculty member should be encouraged to request more documents under this service, but they should also encourage the research scholars and PG students.

**Table 2. Category of users**

S. No.	Category	Male	Female	No. of documents (%)
1.	Faculty members	18	3	21 (5.83)
2.	Research scholars	80	5	85 (23.61)
3.	PG students	236	18	254 (70.55)
<b>Total</b>		<b>334</b>	<b>26</b>	<b>360</b>

### 4.4.3 Document Delivery Period

On arrival of a document, the library intimates a user who requests for documents in the library. The users take time to receive their documents. It is observed from Table 3 that 17.2 % documents are still pending to be delivered. In case of delay, the users forget to receive their documents. It is also observed that once their task is completed, they usually do not receive documents from the library, though the library recalls them about their documents. To solve this problem, library needs to fix a set of time to receive the document and after that the document should be delivered by the library itself. The period of document delivery is mentioned in Table 3.

**Table 3. Period of documents delivery**

S. No.	Period (days)	No. of documents (%)
1.	01-10	180 (50)
2.	11-20	31 (8.6)
3.	21-30	42 (11.6)
4.	31-40	30 (8.3)
5.	41-50	7 (1.9)
6.	> 50	8 (2.2)
7.	Not delivered	62 (17.2)
<b>Total</b>		<b>360</b>

### 4.4.4 Types of Documents

Through the analysis of records, different types of documents (Table 4) were delivered under DDS. Majority of the documents were journal articles, those delivered to the users. The journal articles supplies pin-pointed information about a topic of research and these are costlier also, therefore, maximum users request for the journal articles only. Considering the fact, the library should focus on subscribing print and electronic journals in its collection. It is because the research articles in the University are consulted at large. The users should also request for some other formats of the documents.

Table 4. Types of documents

S. No.	Types	Form		No. of documents (%)
		Print	Soft	
1.	Book chapter	19	2	21 (5.8)
2.	Journal articles	290	8	298 (82.7)
3.	Proceeding articles	30	3	33 (9.1)
4.	Other	6	2	8 (2.3)
<b>Total</b>		<b>345</b>	<b>15</b>	<b>360</b>

#### 4.4.5 Document Delivery Centres

It is observed during the analysis that only 4 centres (Table 5) have supplied documents to the library. It is because that the library has an inbuilt system for Request Articles (RA) in its databases accessible that whatever users request, it goes direct to the INFLIBNET Centre and a carbon copy of e-mail to central library. Hence, on maximum occasions the INFLIBNET centre solves the problem at their end and sends the documents directly, however, it is found that some other DDS centres also send documents to the library on the basis on the direction of the INFLIBNET Centre.

Table 5. Document delivery centers

S. No.	Name of centers	No. of documents (%)
1.	INFLIBNET	240 (66.6)
2.	Delhi University	93 (25.8)
3.	Banasthali University	25 (6.9)
4.	Punjabi University	2 (0.5)
<b>Total</b>		<b>360</b>

#### 4.4.6 Year-wise Distribution

The year-wise distribution is presented in Table 6. During the period of four and a half years the service became more powerful tool to satisfy the need of the users. Initially first two years, i.e., July 2009 to December 2010, the demand of documents in the library remained less. However, it speeded up after 2013 when documents delivery increased as 40.27 %. It is expected that this service will increased with the membership of the library.

#### 4.4.7 Department-wise Distribution

The University is running 23 regular courses under 8 schools, though only the users from 17 departments (Table 7) have received their documents under this service. It shows that the library is lacking to provide adequate orientation and awareness among the users, because only two departments, i.e., Department of History and Economics asked more than 73 % of the total documents, while 9 departments have asked only 3 % of the total documents delivered under this service. To enhance this service, periodically information literacy programs should be organised by the library.

Table 6. Year-wise distribution

S. No.	Years	No. of documents (%)
1.	Jul' 2009- Dec' 2009	4 (1.10)
2.	Jan' 2010 – Dec' 2010	6 (1.60)
3.	Jan' 2011 – Dec' 2011	82 (22.70)
4.	Jan' 2012 –Dec' 2012	123 (34.16)
5.	Jan' 2013 -31 Dec' 2013	145 (40.27)
<b>Total</b>		<b>360</b>

Table 7. Department-wise distribution

S. No.	Departments	No. of documents (%)
1.	History	144 (40.00)
2.	Economics	122 (33.88)
3.	Animal Science	25 (6.94)
4.	Environment Science	19 (5.27)
5.	Library Science	14 (3.88)
6.	Political Science	8 (2.22)
7.	Sociology	8 (2.22)
8.	Computer Science	6 (1.66)
9.	Journalism	3 (0.83)
10.	Information Technology	2 (0.5)
11.	Biotech	2 (0.5)
12.	Law	2 (0.5)
13.	Human Right	1 (0.27)
14.	Pharmacy	1 (0.27)
15.	Horticulture	1 (0.27)
16.	Chemistry	1 (0.27)
17.	Home Science	1 (0.27)
<b>Total</b>		<b>360</b>

## 5. FINDINGS AND SUGGESTIONS

The findings of the study are given as:

- (i) Male users are in the majority who received majority of the documents under this service
- (ii) PG students request most of the documents followed by the Research Scholars
- (iii) Most of the users receive their documents from the library within 10 days
- (iv) Research articles in the journals are the most demanded documents
- (v) INFLIBNET is the major document delivery centre that supplies majority of the documents
- (vi) Majority of the documents delivery made during Jan-Dec 2013. However, initially the service remained less used by the users, and
- (vii) Users from the Department of History requested most of the documents.

The main suggestion for improve the DDS in the library are:

- (i) Proper intimation should be given for pending documents to the concerned user, for this, a time bound limit should be fixed to cope up with pending delivery. After that time, the library should itself handover the pending documents to the concerned users.
- (ii) There is an urgent need of orientation and awareness for this service among the users especially, among the female and the faculty users so that they should also be encouraged for request documents to the library under this very service. This will not only break the limit of just four centres; but also it will extend among all Document Delivery Centres.
- (iii) The service should not be limited to the journal articles and book chapters only but is should be include the reports, theses, copies of patents or standards, orchestral scores, CDs and DVDs, etc.

## 6. CONCLUSIONS

One of the major purposes of all types of libraries is to provide documents to its clientele. The document may be either in form of print, non-print, online, offline or e-format of any books, journals or documents. No library today can hold every item required to meet the needs of its users under the crisis faced due to resource crunch and higher cost of the documents. Hence, sharing of resources has become a necessity of the hour. Document delivery service is an important tool used by the librarian to support uses information needs. Therefore, it has become significantly more useful for users because of it ease to use and speed of delivery factors. There is a need to explain the strength of this service and involve those users who will be with us over the long run (the faculty) and involve them for the process of delivering the documents they required. For the betterment of this service, librarians need to collaborate with other neighboring libraries in addition to document delivery centres to provide access to the resources. The service in the library is in its initial stage, there is a need to spread among the research community of the university through periodical awareness programme. As on now, the library is subscribing 14 major electronic databases from UGC-Digital Library Consortium, which satisfy the need of the users. The future perspectives of the library for improving the DDS include: Increasing number of requests for documents;

contact to maximum delivery centres for document supply; supply of e-documents over the networks; and prompt contact for supply of pending documents; etc.

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