

Review the Guidelines for best Practice in Interlibrary Loan and Document Delivery

Source Folder

Division F

Output name

Review the Guidelines for best Practice in Interlibrary Loan and Document Delivery

Output context

The output scope is all DDRS librarians, researchers, staff, students, Management and all groups that request document to pursue their research. This activity is very important to:

- **Librarians/Staff** as it sets clear guidelines by providing clearer and updated procedures, reducing ambiguity, and streamlining workflows. It may introduce or recommend new technologies, making the staff's job more manageable and efficient. It will clarify the legal requirements concerning the copyright laws, data protection regulations and other compliance standards. This mitigates legal risks associated with document sharing.
- **Patron/Researchers/Students** as it enhances the user experience leading to easier access to the service. It reduces the turnaround time with a quicker access to the information with new and enhanced technology.
- **Library Administration and Decision-Making** as it impacts decision on upgrading to new systems, or resource optimization with cost savings through more efficient workflows and reduced manual processes. It will help defining the user satisfaction metrics measured through feedback mechanisms and user surveys. It also helps in the strategic planning for the future.
- **Collaborating Libraries and Institutions** as they will benefit from standardized and consistent guidelines. This ensures a uniform approach to document delivery and resource sharing, making collaboration more seamless and efficient. Also it will help libraries sharing best practices among each other.

Target Group?

A Library/Information Community

Target Group Outcome

The projected impacts of the outputs resulting from guideline revisions include efficiency gains, improved user experiences, enhanced compliance, and strengthened collaboration. These impacts collectively contribute to a more effective, user-friendly, and forward-thinking approach to document delivery and resource sharing within and between libraries and institutions.

IFLA Strategic Direction (SD)

Connect and empower the field (SD3) Optimise our organisation (SD4)

IFLA Key Initiative (KI)

3.1 In-person networking & learning 3.4 Professional development & learning

Output type

Mid-term and other event (in-person) (not WLIC)

Quick Status

Ideas under consideration

Output description

The outputs from the revision are aimed at improving the efficiency, effectiveness, and user experience in ILDS. The output would lead to a revised documentation reflecting changes, additions, or clarifications to existing policies. This document serves as a reference for both library staff and patrons involved in document delivery and resource sharing. It will incorporate clearer procedures and workflows. It will recommend implementation of new technologies to enhance the document delivery and resource sharing process. This will result in improvements to the interlibrary loan services, including streamlined request processes, faster turnaround times, and better communication channels for tracking and managing requests. Focusing on the users needs, the guidelines will set recommendations on the steps to follow while making a request, and recommendations for the requesting and supplying libraries. A key priority in the guidelines will be the incorporation of diversity and inclusiveness issues pertaining the document delivery and resource sharing.

Start date

2023-11-02 09:30:15

Projected Completion/Event date

2024-04-30 09:30:39

Output working group

Andy Appleyard and Tom Bruno both from the DDRS Standing Committee Members

IFLA Section partners

IFLA SIG Partners

IFLA Regional Division Partners

IFLA Advisory Committee Partners

Other external partners

IFLA's external partners

Other external partner type

Current progress

0%

Progress details

18-10-2023 We have not started yet, but in the brainstorming sessions.

Report on impact

The output would be expected by April 2024 - Impact be reported in October 2024

Link to output

Thematic tags

Access Data Library services Partnerships Policy Professional development

Division Chair Reviewed (Date)

Reporting period

As of March 2024

Division Committee F

DC F

Committee name (F)

DDRS (Document Delivery & Resource Sharing)