Going the Extra Mile:

Issues in Resource Sharing for Distance Education Students

Dallas Long and Peggy Glatthaar
Three Kinds of Distance Ed Students

- Distance Ed Students formally enrolled in entirely online programs
- “Hybrid” students – primarily taking on campus classes but one or more online classes
- Dissertating students – no longer on campus but still have library needs
Distance Education Students

- May be located an hour away from your library or in another state entirely
- Generally older than the traditional college student
- More likely to be working full-time
- Use many online resources but still need print materials
How Are We Communicating?

- Personal correspondence and tracking of requests
- Distance Education Services Librarian
- Notes in the callslip request
- Specific patron type in Voyager
You’ve Got the Student’s Request… Now What?

- Where is the student located geographically?
- Know your local policies and applicable laws
- How far is “not far enough?”
- Is the student at an extension site?
Contractual Borrowing

• Contract to allow access to print collection at another institution’s library
• Works well for students concentrated in one area, such as extension site
• Not efficient if students are geographically scattered or there is no sustained contact with contract institution
What If You Don’t Ship Materials…

- Help the student identify the nearest I-Share Library as a pick-up location
- Electronic document delivery for print-only journal articles
- Local public library for ILL items
- Proxy Patrons
Not Shipping has Drawbacks

- Not everyone lives within Illinois, or even near an I-Share library
- Local public libraries are hesitant to borrow for ILL
- You’re making the students go the extra mile for the same services that on-campus students receive freely and easily
Shipping & Delivery

- Ship materials using USPS, DHL, FedEx, etc.
- Use a service which offers a tracking number
- What kind of packaging?
- Who bears the costs?
Make it Fast and Convenient

• Fulfilling an ILL may take longer than the “window of usefulness”
• Home delivery options?
• Allowing returns in US mail with library-provided envelopes?
• Extended loan periods?
What are the Barriers?

• Charging for interlibrary loans – adding an extra cost for distance education students?

• Opaque interlibrary loan processes – why is there a difference in loan periods and renewals?

• Fast, efficient service in ILL!

• Videostreaming – how do we do this?
Hybrid Students

- Often request delivery service because they are taking online classes
- How are they recorded in Voyager?
- Not really entitled to delivery services if their predominant program is on-campus
Dissertating Students

• Often have very strong needs for print materials
• Hard to identify their requests as needing special treatment
• Proxy patrons work best – trusted friends or subject librarians
• Often bear the cost of deliveries
References

• http://www.ala.org/ala/mgrps/divs/acrl/standards/guidelinesdistancelearning.cfm