

## Building Faculty Relationship through Document Delivery

Manda Vrkljan University of Toronto,  
St Michael's College Kelly Library  
Sufei Xu, University of Toronto,  
Bora Laskin Law Library

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## Building Faculty Relationship through Document Delivery

- What is Infoexpress?
- Why Infoexpress @ UofT
- Operating an Infoexpress Service
- Infoexpress Statistics
- Challenges to an Infoexpress Service
- Impact
- Summary

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## What is Infoexpress?




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# Princeton

Princeton University  
Princeton University Libraries  
Princeton University Interlibrary Loan and Document Delivery Services

Article Express

General Information on Article Express:

Eligible users	Checking on the status of requests
Materials available for request	Length of time articles are available
Delivery timeframe	Copyright statement and limits
Urgent requests and Special Services	Items Available Electronically at Princeton
Username and password	Limits on number of requests
Submitting a request	Requesting material that Princeton owns
Publication information	Difficult to obtain material
Electronic delivery	Security covers on public workstations
Other questions?	

Article Express  
Princeton University Libraries  
Princeton University Interlibrary Loan and Document Delivery Services  
Princeton University Libraries  
Princeton University Interlibrary Loan and Document Delivery Services

# NYPL Express Service

New York Public Library

NYPL Express

Ask NYPL Express

NYPL Express is the fastest way to get the most current collection of the New York Public Library and the most extensive of research papers, books, and other materials throughout the world. Whether it's searching the internet, contacting a trade association, or finding facts from books, journals, government documents, or other databases, our professionally trained information specialists know the quickest way to find accurate information, from seconds ago or centuries ago.

Our information specialists...  
offer personalized service...  
help deliver your information needs...  
provide information to your home or office...  
assist your information needs quickly and cost-effectively.

Many requests can be filled on the same day, and most within a few days.

Contact Information and Hours

Ask NYPL Express  
The New York Public Library  
410 Madison Avenue  
New York, NY 10017-4314  
Tel 212 942-1211 or toll-free 1-800-455-NYPL (6975)  
Fax 212 942-1211  
nypl@nypl.org

Ask NYPL Express is open Monday through Friday from 9 AM to 6 PM.  
Hours: Policy | Disclaimer

# Information Express

INFORMATION EXPRESS<sup>®</sup>  
The Customized Information Solution

Guest Log In Account Setup Log In

Welcome to IE Online, the Information Express Current Awareness Service.

We build innovative customized information delivery systems for major corporate, academic and medical libraries. We've built our reputation by providing a fast, accurate and competitively-priced service that goes the extra mile.

For further information about our services, please call the Service Quality Department at (850)812-3588 or email us at [service@ieonline.com](mailto:service@ieonline.com).

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Download Tip Sheets

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## Law *info*EXPRESS



Bora Laskin Law Library



Sufei's Infoexpress  
cart & basket

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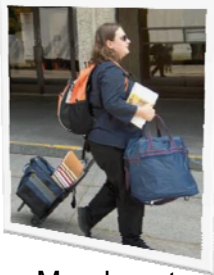
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## Kelly InfoExpress



John M. Kelly Library



Manda out  
on delivery

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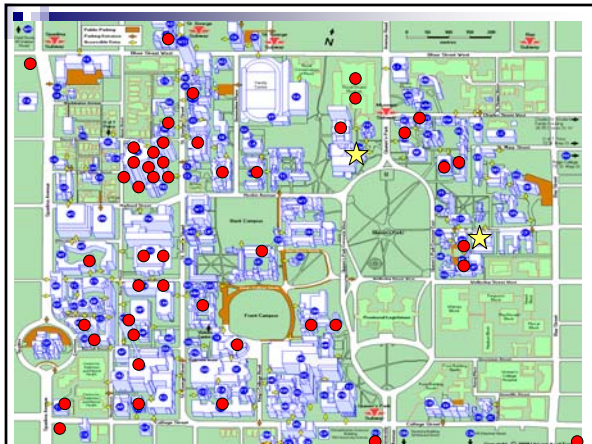
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## Why Infoexpress @ Law & Kelly?

- Books Delivered
- Articles Retrieved
- Non Formal Request Submission
- Promote Other Library Services
- First Stop for Faculty Research
- Stronger Relationship between Library and Faculty
- Outreach to Faculty Non-Library Users

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## Operating Infoexpress

- ☐ Promotion
- ☐ Staff
- ☐ Submission
- ☐ Retrieve
- ☐ Turnaround Time
- ☐ Delivery and Returns



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## Infoexpress Statistics



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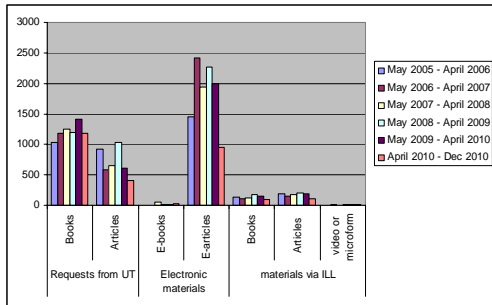
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## Law Infoexpress - Format




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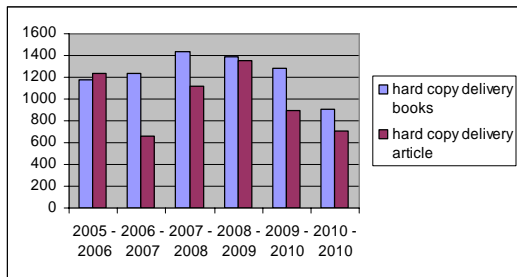
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## Hard copy delivery / Physical Material Requests




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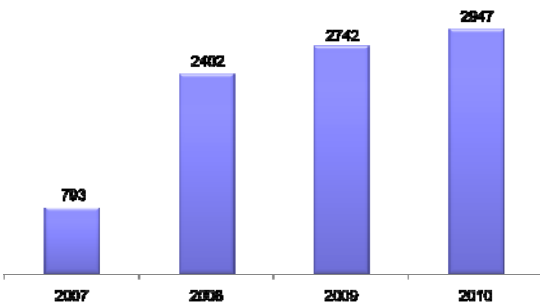
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## InfoExpress Requests per Year (July 2007 - Dec. 2010 Total = 8884)




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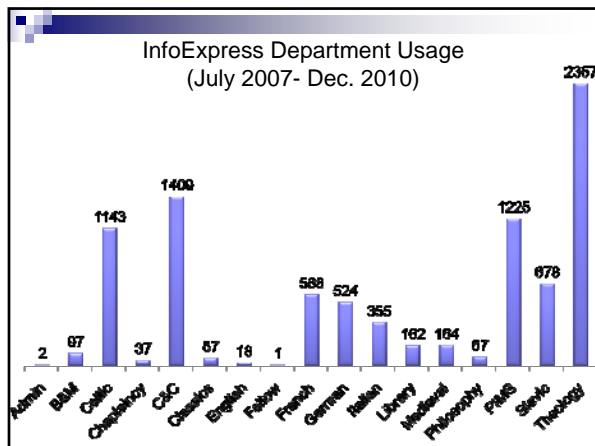
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- Challenges
- Requests and Delivery
  - Copyright
  - Staffing
  - Growing the Service
  - Invisible Faculty
  - Sharing the Kudos

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[illegible][illegible][illegible][illegible]

# Challenges - Requests

## Incorrect Information

Picholtz, Marvin [Parallel enforcement proceedings ... SEC v. Attorney Gen. - or something to that effect] 7 Securities Regulatory Law Journal (1999): 110-117

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# Challenges - Requests

Lack of Citation Information Requests

I just saw this mentioned in an article online so i've no idea where it comes from!

Sorley Maclean, 'The Poetry of the Clearances'

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Sorley Maclean, 'The Poetry of the Clearances'

## Challenges - Requests

### Citations Copied from Websites

Guckian, Brian, Review of *The Commitments*, film Base News, No. 25, 1991: 18.  
Kirby, Peadar, *The Celtic Tiger in Distress*, (London: Palgrave, 2002)  
McCarthy, Dermot, *Roddy Doyle: Raining on the Parade* (Dublin: Liffey Press, 2003)  
**O'Toole, Fintan, 'Family Solidarity' *Irish Times***  
-, 'going West: The Country Versus the City in Irish Writing', *Crane Bag*, Vol 9, No. 2: 111-116  
-, 'Working Class Dublin on Screen: The Roddy Doyle Films', *Cineaste* Vol 24, Nos. 2-3 (1999): 36-39.  
**Parker, alan, 'note' The Tossers Glossary, Press pack for *the Commitments* (1991)**  
Prednargast, Mark J., *Irish Rock: Roots, Personalities, Directions*, (Dublin: O'Brien Press, 1987)  
Rains, Stephanie, 'Home from Home: Diasporic Images of Ireland in Film and Tourism', *Irish Tourism: Image, Culture and Identity*, eds. Michael Cronin and Barbara O'Connor, (Clevedon: channel View Publications, 2003): 196-214.  
Taylor, Timothy D. 'Living in a Postcolonial World: Class and Soul in *The Commitments*', *Irish Studies Review*, vol 6, No 3 (1998): 291-302.  
White, Caramine, *Reading Roddy Doyle*, (New York: Syracuse University Press, 2001)

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## Infoexpress Challenges - Copyright



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## Challenges - Copyright

### Exceeds Copyright Requests

Could I please have digital copies of the following articles from the same book:  
Dasgupta, Samir, and Ray Kiely, eds. *Globalization and After*. Thousand Oaks, CA: Sage Publications, 2006.

- Wallerstein, Immanuel. "Globalization or the Age of Transition? A Long-Term View of the Trajectory of the World-System." 67-83.
- Kiely, Ray. "Business as Usual or Radical Shift? Theorizing the Relationship Between US Hegemony and Globalization." 97-115.
- Steger, Manfred. "The Future of Globalization." 116-29.
- Dasgupta, Saamir. "Globalization and Its Future Shock." 143-84.
- Chew, Sing. "Global Environmental Crisis and Ecological Futures." 1184-227.
- Sklair, Leslie. "Capitalist Globalization and the Anti-Globalization Movement." 293-319.
- Sheoin, Tomás Mac, and Nicola Yeates. "Division and Dissent in the Anti-Globalization Movement." 360-91.
- Wignaraja, Ponna. "Globalization and New Social Movements: Lessons from South Asia." 410-27.

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## Infoexpress Challenges - Staffing



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## Infoexpress Challenges - Growing



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## Challenges – Growing the service

Belated thanks for this!

It was indeed very thoughtful of you to spontaneously send this to me. Your hunch was correct – I am indeed interested. Please do feel free to pass on anything that you run across about citizenship that you think I might be interested in.

- Audrey Macklin

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## Infoexpress Challenges – Invisible Faculty



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## Challenges – Invisible Faculty

I can say without qualification that the help of Manda Vrkljan and Kelly Info Express radically transformed my research and writing while I was a fellow at the Pontifical Institute of Mediaeval Studies. Rather than spending ca 15 hours/week hunting for books and articles, and then scanning them (as I usually do), having access to Kelly Info Express meant that I was able to focus my time and energy on reading and writing. This seems like a really simple thing, but its impact on my productivity was tremendous. I estimate that I was able to read about four times as much as usual during my year in Toronto, an increase I attribute entirely to having access to Kelly Info Express's services.

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## Challenges – Invisible Faculty

Not only did this mean I was able to read and digest much more than I usually can in the space of an academic year, but it also meant that a significant number of my working hours each week were liberated from regular library visiting, scanning, etc. and could, instead, be devoted to writing. Having Kelly Info Express's help did not mean that I stopped visiting physical libraries, stacks, or finding books on my own. Rather than spending my 15+hrs/week fetching and scanning books & periodicals, my time in the library became focused on specific, targeted campaigns of shelf-reading (i.e. going to a particular area of the stacks in order to browse within a call-number range to find books that regular catalog searching had not turned up) and in special collections reading room work. This was ideal; a real dream come true for a scholar.

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## Challenges – Invisible Faculty

Since I've returned to the University of Chicago, I've been lobbying (passionately) for our library system to offer a service like Kelly Info Express. I know similar services have been inaugurated at Harvard University, the University of Michigan and Yale University with great results. Frankly, the difference a service like Kelly Info Express makes to scholarly work is astounding. As a result, I can attest that scholars at St. Michael's College have a distinct advantage over peers at universities that do not yet offer similar services.

- Aden Kumler

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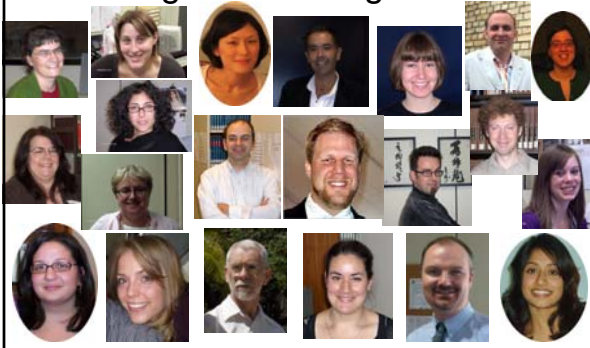
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## Challenges – Sharing the Kudos



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## Impact

- Faculty Research/Course Work
- Relationships
- Library Collection



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## Impact – Faculty Research

Infoexpress has revolutionized my research in four ways:

First, it has made the research infinitely easier and more convenient. Instead of walking around the library trying to find something, I send an email and then promptly receive the material usually by email.

Second it has made the research easier to keep track of and to pull up, because almost everything I receive can be filed electronically.

Third, it has broken down the difference between material that we have and inter-library loan, so far as I am concerned. An interlibrary loan procedure is just a matter of library administration that I don't have to concern myself with. I just put in the request and receive the material in due course from wherever it is housed.

Fourth, it has made it much easier to conduct research when I am not at the university or if I am teaching elsewhere. I teach regularly at the University of Tel Aviv but have never had to learn their library system. If I need something while in Tel Aviv I go through Infoexpress, and due to the time difference I can send the request before I leave the university there for the evening and find the material on my computer when I return to work the next morning."

- Ernest Weinrib

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## Impact – Faculty Course Work

Infoexpress has been a boon to me. It's saved a lot of time, both locating the materials I want and travelling around from one library to another obtaining them. ... As a result my research (and I think ultimately my teaching, especially in the preparation of reading lists) has also benefited, because quite honestly, sometimes the time and work required to lay my hands on the resources made me decide it wasn't worth it or that I could do without that one extra detail right now. So, it's made a real difference.

- Colleen Shantz

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## Impact - Relationships

You can quote me as saying it would be no understatement to say that Infoexpress has changed my life. It has routinely helped me get research done that I think I would not otherwise have been able to complete. I am a legal historian and I often require difficult to find items such as 19<sup>th</sup> Century newspapers on microfiche and hard to come by information like who sat in the Connecticut legislature in 1809. The Infoexpress team is so dedicated to helping you track down whatever it is you need to access. I cannot imagine getting along without it.

- Angela Fernandez

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## Impact – Library Collections

Theology InfoExpress Monograph Requests (Aug - Oct 2010)

Title	Author	Publisher	Year	Location	Call Number
Companion God : a cross-cultural commentary on the Gospel of Matthew	Montague, George T.	Paulist Press	2010	Emmanuel	BS2575.53 .M66 2010
Biblical interpretation in early Christian Gospels v. 2. The Gospel of Matthew	Hatina, Thomas R.	T & T Clark	2006	Robarts	BS2555.52 .B52 2008
Understanding Matthew : the early Christian worldview of the First Gospel	Westerholm, Stephen	Baker Academic	2006	Regis	BS2575.52 .W47 2006
Community, law, and mission in Matthew's Gospel	Paul Foster	Mohr Siebeck	2004	Robarts	BS2575.52 .F68 2004
Apologetics and Unity: Confessing One Lord	Radner, Ephraim	Brazos Press	2004	Knox	BV600.5 .R34 2004
The Bible in Arab Christianity	Mingana Symposium on Arabic Christianity and Islam	Brill	2007	Robarts	BS315 .A69 M56 2007
Feminist interpretation of the Bible and the hermeneutics of liberation	Schroer, Silvia	Sheffield Academic Press	2003	Robarts	BS521.4 .F48 2003

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## Summary




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Thank you  
from

Infoexpress 

Manda Vrkljan & Sufei Xu



UNIVERSITY OF TORONTO  
LIBRARIES

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Questions



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