An Evaluative Study of Document Delivery Service of Babasaheb Bhimrao Ambedkar University, Lucknow

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ABSTRACT

Emergence of Consortium is proven to be a revolution in higher education in India. Especially the involvement in providing discounted library and information resources among academic and research institutions has a high impact. 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 discuss a practical framework of Document Delivery Service (DDS) which was initiated by the University in July, 2009. For this study, all the available records were consulted, analyzed and presented in graphical and tabulated forms. The paper highlights the use and utility of the service and evaluate for betterment of this service.

Keywords: *Document Delivery; Inter-Library Loan; JCCC; Resource –Sharing, Consortium.*

1. THE DOCUMENT DELIVERY SERVICE

The advent of Inter Library Loan (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 (Bhatt, 2010). 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The provision of published or unpublished documents in hard copy, microform, or digital format, usually for a fixed fee upon request.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 (Rietz, 2004).

To fulfill the information needs of the end user through supply of information documents is known as Document Delivery Service (Biswas, 2003). Information and

Library Network (INFLIBNET) Centre is an autonomous Inter-University Centre of the University Grants Commission (UGC) of India, started in 1991 with its head quarter at Gujarat University Campus, Ahmadabad. INFLIBNET is involved in modernizing university libraries in India and connecting them through a nation-wide high speed data network for information and resource sharing (http://www.inflibnet.ac.in). 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 (http://paniit.iitd.ac.in/indest). INFLIBNET has designated 22 libraries to fulfill ILL request from the users, affiliated to 149 universities covered under UGC (Bhatt, 2013).

2. OBJECTIVES OF THE STUDY

The study was initiated by the question in mind, whether the Document Delivery Service of the Library is sufficient to the users. How many departments are utilizing the service and what is the category of the users those demands this service. In addition, the study also intended to find out different types of documents that most demanded by the users and which is the delivery centre from where, the library receives most documents. Since, the Library has providing this service from last three years, an attempt was made to provide a year wise distribution of the documents supplied to the users.

3. RESEARCH METHOD ADOPTED: ANALYSIS OF RECORDS

The Document Delivery Service (DDS) was initiated by the University Library in July, 2009. However, it geared up in September, 2011 after proper orientation of the users. The library is responsible for supply of documents to its users who request the documents of their need under the service. For this study, all available records were consulted, analyzed and presented in the following tables.
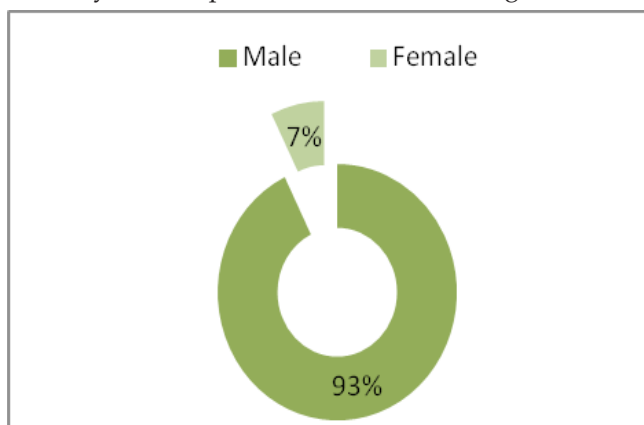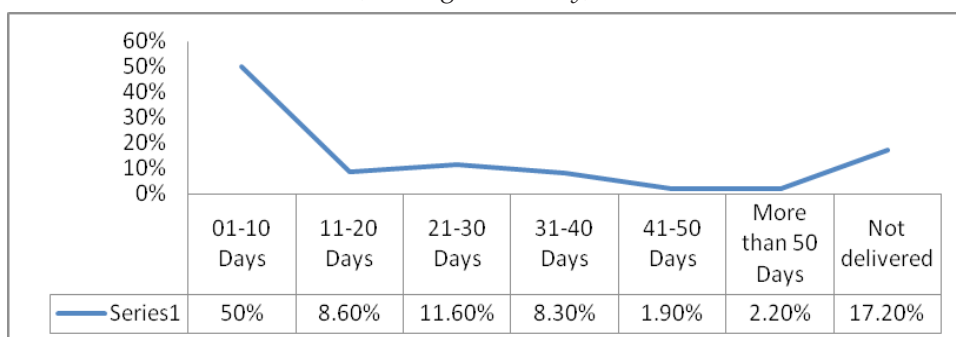

Analysis in Figure 1 reveals that there were 93% (334) *Male* and only 7% (26) were *Female* who received documents from the library during the period covered under the study.

Table 1: Category of Users

S. No.	Category	Male	Female	No. of Documents	Percentage
i	Faculty Members	18	3	21	5.83%
ii	Research Scholars	80	5	85	23.61%
iii	PG Students	236	18	254	70.55%
	Total	334	26	360	

Analysis in Table 1 reveals that there were 70.55% (254) *PG Students*, 23 .61% (85) *Research Scholars* and only 5.83% (21) were *Faculty Members* who received their documents. The analysis also reveals that out of 70.55% (254) there were 236 *Male* and 18 *Female* in the *PG Students*. While among the *Research Scholars* there were 80 *Male* and 5 *Female* on the other hand, among the *Faculty*, 18 were *Male* and 3 were *Female*.

|	01-10 Days	11-20 Days	21-30 Days	31-40 Days	41-50 Days	More than 50 Days	Not delivered
Series1	50%	8.60%	11.60%	8.30%	1.90%	2.20%	17.20%

Figure 2: Period of Documents Supply

At the arrival of a document, the Library intimates a user who request for documents in the Library. In spite of that the users took time to receive their documents. The Figure 2reveals the period of time they took for actual receiving from the Library. It reveals that 50% (180) documents were received between *01-10 Days*, while, 11.6% (42) documents were received between *11-20 Days*, however, 8.6% (31) and 8.3% (30) documents were received between *11-20* and *21-30 Days* respectively. The analysis also reveals that there were 17.2% (62) documents are not yet received by the users.

Table 2: Types of Documents

| S. No.	Types	Form		No. of Documents	Percentage
		Print	Soft		
i	Book Chapter	19	2	21	5.8%
ii	Journal Articles	290	8	298	82.7%
iii	Proceeding Articles	30	3	33	9.1%
iv	Other	6	2	8	2.3%
	Total	**345**	**15**	**360**	

Analysis in Table 2 reveals that majority i. e. 82.7% (298) of document were *Journal Articles*, while *Proceeding Articles* were found 9.1% (33). On the hand, the portion of *Book Chapters* was only 5.8% (21), however, the portion *other* documents was found least i. e. 2.3% (8). It seems a new trend in research to consult research articles in the University.
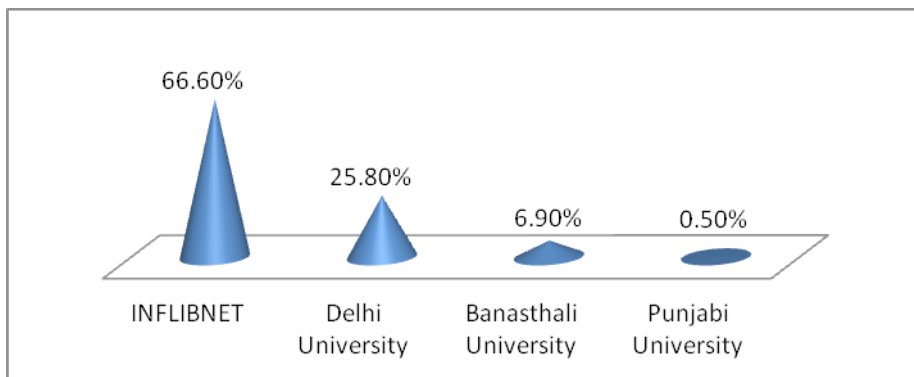
Figure 3: Document Delivery Centers

Analysis in Figure 3 reveals that there were only four document delivery centers that sent documents to the University Library. The *INFLIBNET* center sent the majority i.e. 66.6% (240) of the documents, while 25.8% (93) documents were sent by *Delhi University*. However, *Banasthali University* sent 6.9% (25) whereas *Punjab University* sent only 0.5% (2) documents. The reason is that most of the occasions, the Library requests for documents to the INFLIBNET center only, that further process and distributes to another delivery centers.
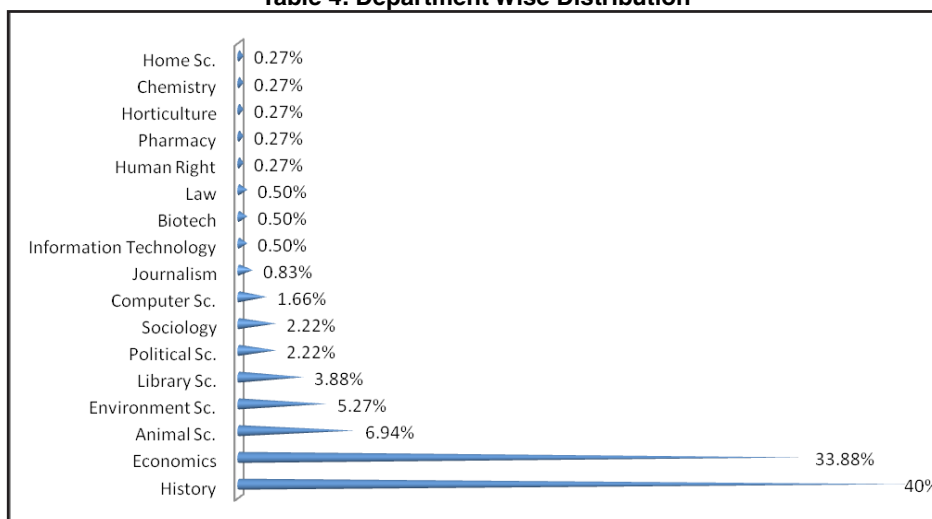
Table 3: Year Wise Distribution
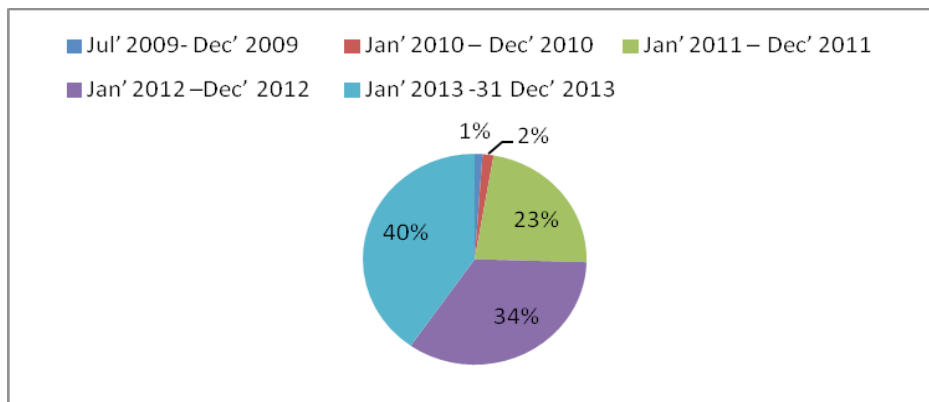
The Table 3 reveals that initially first two years *i.e. July, 2009* to *December, 2010*, the demand of documents in the Library was remained slow. During this period, only 2.70% (10) of documents were supplied by the Library. However, the supply of documents took speed in the year *2011*and *2012* when 22.7% (123) and 34.1% (123)

documents were supplied respectively while in the last year, i.e. *2013*, it increased as 40.27% (145).

Table 4: Department Wise Distribution

Department	Percentage
Home Sc.	0.27%
Chemistry	0.27%
Horticulture	0.27%
Pharmacy	0.27%
Human Right	0.27%
Law	0.50%
Biotech	0.50%
Information Technology	0.50%
Journalism	0.83%
Computer Sc.	1.66%
Sociology	2.22%
Political Sc.	2.22%
Library Sc.	3.88%
Environment Sc.	5.27%
Animal Sc.	6.94%
Economics	33.88%
History	40%

Analysis in Table 4 reveals that the users from the *Department of History* were request 40% (144) of documents under Document Delivery Service of Library during last three years. Whereas, the users from the *Department of Economics* and *Department of Animal Science* requested 33.88% (122) and 6.9% (25) documents respectively.

The users from *Department of Environment Science* requested 5.27% (19) while, users from *Department of Library and Information Science* requested 3.88% (14) documents to the Library. However, the users from the *Department of Political Science* and *Sociology* requested only 2.22% (8) each. The Table 8 also reveals that other departments were least use the Document Delivery Service.

4. FINDINGS OF THE STUDY

The main findings of the study are given as below:

The study reveals that male users are in the majority who requested more documents than female under this service. (Ref. Figure 1)

It is found that PG students request most of the documents followed by the Research Scholars. (Ref. Table 1)

The study found that most of the users receive their documents from the Library within 10 days. (Ref. Figure 2)

Research articles in the journals are the most demanded documents. (Ref. Table 2)

INFLIBNET is the major Document Delivery Centre, which supplied majority of the documents. (Ref. Figure 3)

Year wise distribution of the documents reveals that the majority of the

document supply made during January to December, 2013. However, initially the service remained less used by the users. (Ref. Table 3)

The department wise distribution of the documents reveals that the users from the Department of History requested most of the documents. (Ref. Table 4)

5. SUGGESSTIONS OF THE STUDY

The main suggestion for improve the Document Delivery Services in the library are as under:

i.   Proper intimation should be given for pending documents to the concerned user.

ii.   There is an urgent need of orientation for this service among the users.

iii. Female users should also be encouraged for request documents to the library.

iv.   The service should not limit under just four centers, it should extend among all Document Delivery Centers.

v.   The awareness among all the department of the university should be spread to enhance this service.

CONCLUSION

One of the major purposes of all types of libraries is to provide documents to its clientele. The document may be either in print- non- print, online- offline or electronic 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 using computer networks has become a necessity of the hour. It is because that the INFLIBNET has initiated the Document Delivery Service. The role of INFLIBNET here is mainly to act as a catalyst in promoting this service to the academic and research community in India.

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