

# From the Store to Your Door



**Peter Price and Fiona Greig**

University of Plymouth

Drake Circus

Plymouth

PL4 8AA

United Kingdom

[p.price@plymouth.ac.uk](mailto:p.price@plymouth.ac.uk)



For several years the University of Plymouth Library has been using the callslip request system to initiate the delivery items from our remote stores to the library. Casual observation and anecdotes suggested that many patrons only required the items for very brief consultation or to photocopy. Providing the service was costly: fuel for the van, two staff to lift heavy boxes, and wear and tear on items being transported.

The answer was no, so we looked at the other forms and chose the inter library photocopy form as the best fit. We created a new version and named it "Articles from library stores". The patron discovers an item on WebVoyage, selects the request option, selects the form and completes all the necessary fields. The data from the form is then emailed to our store team who, if within the copyright guidelines, scan the required pages, and attach the document as a pdf to the reply email.

During the past year we have scanned 7775 pages from 695 articles. Scanning is done on a Canon IR2270 multi-functional device using standard software (eCopy).

Recognising the parallels with the inter library loans service which had recently been trialling Secure Electronic Delivery (SED) we looked for an electronic solution. Could we modify the WebVoyage callslip form to collect additional information such as an email address, copyright declaration and a choice of delivery methods?

Advantages	Disadvantages
Fewer items to transport across campus	Some patrons keep their mailboxes too full to accept e-documents
Patrons no longer need to visit the library to collect & receive items more quickly	Patrons with unknown or changed e-mail address.
Less processing as unaccessioned items do not need to be accessioned and barcoded to be issued.	Too many request forms on WebVoyage