UAlberta Libraries ILL —
Creating New Relationships, Locally and Globally

CJ de Jong, ILDS Conference 2015, Istanbul
Edmonton, Alberta, Canada
38,000+ students
400 different programs.
Almost 20 per cent are graduate students
14,500+ faculty and staff

The University of Alberta
Two Projects

1. NEOS Centralized ILL

2. Can Tho University, Vietnam
Can a single intake point for ILL requests be established for a group of academic libraries?
Background

- Regional Consortium
- 17 Members
  - Government, Hospital, Academic Libraries
  - Multiple sites for a number of members
- Formed in 1994
- Shared ILS hosted by UAlberta
- Shared online catalogue
- Shared collections
The Road to Centralized ILL

- Consortia
- Economic Downturn
- Proposal for a Centralized ILL Service
- Task Group
- Recommendation Approved
- Service Agreements
- Implementation
Relationship Impact

Benefits

● Reduced costs (cost sharing)
● Staff freed up
● Improved service
● Technological infrastructure removed

Drawbacks

● Prioritizing among needs of many
● Required to compromise
ILL Service - Can Tho U.

Can a free article delivery service be provided to a library in a disadvantaged country?
Selecting a Partner

- Establishment of principles for ILL project
- Support - Library, University Administrations
- Connections with International Libraries/Universities
- Development of agreement
- Introductions
Can Tho University

- Vietnam - Mekong Delta
- 54,000 Undergraduate Students
- 3,300 Graduate Students
- 2,000 Staff
Can Tho University - University of Alberta
Implementation

- Communications in English
- Testing web access to ILL request form
- Promotion of the Service
Buộc 1: Truy cập địa chỉ:
http://www.library.ualberta.ca/

Nhập từ khóa tìm kiếm

Buộc 2: Giới hạn kết quả tìm kiếm tại trang kết quả tìm kiếm
(Bản dịch chỉ được yêu cầu “Academic journals”)

Chọn Academic Journals

Buộc 3: Chọn bài viết cần tìm

Copy bài viết

Buộc 4: Gửi và nhận yêu cầu tài liệu qua:
- Cô Nguyễn Thị Kim Tri
- Email: ntktri@ctu.edu.vn
Promotional Material
Number of requests submitted by Can Tho University Library to the University of Alberta Libraries in 2014.

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<th>Submitted</th>
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Stats Continued

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Relationship Impact

- No issues implementing the service - smooth
- Volume hasn’t been an issue
- Great promotion of the service
- Concern about low usage

What is really happening?
Relationship Impact

January 2014 - August 2015

CTUL Received:
● 1,074 emailed request
● 3,000 requested items

CTUL Filled 2,344 requested items
(local databases and free resources online)
Questions?

Thank You
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Slide 5 - Images courtesy of Hanne Pearce
Slide 8 - Image courtesy of NEOS
Slide 13, 14 - Image courtesy of Google Maps
Slide 16, 17 - Images courtesy of Nguyen Tri