

Managing Resource Sharing in the Electronic Age

Edited by
Amy Chang and Mary E. Jackson

AMS PRESS
New York

MANAGING RESOURCE SHARING IN THE ELECTRONIC AGE

CONTENTS

Foreword *Amy Chang*

I. RESOURCE SHARING : CORE COMPETENCIES

Chapter 1 Page 1
The Competitive Advantage Of Librarians: Core Competencies for Document Delivery *Curtis L. Kendrick*
Introduction
Document Distribution Chain
Three Perspectives on Document Delivery
Critical Success factors for Document Delivery
Core Competencies for Document Delivery
From Mass Marketing to Relationship Marketing
Conclusion

Chapter 2 Page 13
From Paper Forms to Electronic Transmission: The Evolution of Interlibrary Loan Electronic Technologies *Yem Siu Fong*
Introduction
Historical Overview
OCLC
ILL Management
Model Projects
Convergent Technologies
Implications of Technology
Conclusion

II. DOCUMENT DELIVERY IN THE 1990S

Chapter 3 Page 25
Document Delivery In The 1990s: An Overview ... *Lee Anne George*
Introduction
Document Delivery
Current State of Document Delivery
Document Suppliers
What Does the Future Hold?
Conclusion

Chapter 4	Page 32
Ordering, Delivery And Turnaround: How Do Document Suppliers Maintain Their Markets?<i>Mary A. Hollerich</i>	
Marketing 101	
Document Suppliers	
Ordering Options	
Delivery Options	
Turnaround Time	
Conclusions	

Chapter 5	Page 43
Document Delivery: The Confusion of It All<i>Rosann Bazirjian and Pamela W. McLaughlin</i>	
Introduction	
Definition of Document Delivery	
Proliferation of Available Services	
Evaluative Criteria	
Proliferation of Delivery Methods	
Conclusion	

III. MANAGING INTERLIBRARY LOAN

Chapter 6	Page 52
Total Quality Management for Interlibrary Loan and Document Delivery<i>Amy Chang</i>	
Introduction	
Challenges and issues for ILL/DDS	
TQM dimensions for ILL/DDS	
Implementation strategies for TQM	
Conclusion	

Chapter 7	Page 64
AVISO: An Innovative Interlibrary Loan Management System<i>Dave Binkley</i>	
Overview	
AVISO: History and Structure	
Interlibrary Loan Process	
AVISO Files	
Verification	
Messaging	
Circulation	
Accounting	
Conclusion	

Chapter 8 Page 77

Sweeping Sand at the Sea: The Challenge of Staffing a

Growing Service *Kathryn J. Deiss*

Introduction

Interlibrary Loan, a Positive Driving Force

Technological Change

Changes in Work Patterns and Job Responsibility

Nontechnological Changes

Changes in Work Relationships

Staff Training in a Changing Environment

Changes in Staffing Levels

Leadership in Managing Interlibrary Loan

Conclusion

Chapter 9 Page 86

Managing Interlibrary Loan Operations: A Successful Experience

in an Academic Library *Martha Steele and Keiko Horton*

Introduction

Subjective Task Analysis

Total Quality Management

Value Analysis

Case Study

Managing Working Flow

Interdepartmental Functions

Physical Arrangement Accommodating the Work Flow

Impact of Computer Technology

Conclusion

Chapter 10 Page 97

The Leading/Bleeding Edge: The Role/Toll Of Library Staff

Involved in Electronic Resource Sharing *Sheila Walters*

Introduction

Impact of Information Technology on Library Staff

Information Technology

Challenges in Electronic Database Access

Electronic Access and Interlibrary Loan

Reciprocal Agreement Among Libraries

Commercial Document Services

New Role in ILL/DDS Staffing

Resource Sharing and ILL/DDS

Conclusion

Chapter 11	Page 112
A Cost Analysis for Interlibrary Loan : A Differentiated Service	<i>Amy Chang</i>
Introduction	
Cost Studies	
Borrowing Cost vs. Purchasing	
Quality vs. Quantity	
Intangible vs. Tangible	
Conclusion	
Chapter 12	Page 116
Interlibrary Loan : A Cooperative Effort Among OCLC Users	<i>Kate Nevins and Darryl Lang</i>
Introduction	
Growth in Borrowing and Lending on the OCLC ILL System	
Borrowing and Lending by Type of Library	
Borrowing and Lending by Type of State	
Conclusion	
Index	Page 123