The Method and the Madness:
Introducing Request Delivery to IUCAT

Julie Hardesty
Senior Systems Analyst/Programmer, UITS
jlhardes@indiana.edu
January 14, 2005
DLP Brown Bag Lunch
Special thanks to Mary Popp, Public Services Librarian at Indiana University for help in compiling information for this presentation.
IUCAT Community

- Serves 9 campuses in state of Indiana
  - 50+ campus libraries
  - 6.5 million items
  - 45,000+ electronic journals
- 90,000+ patrons
  - Academic and public, domestic and foreign
Pre-Request Delivery

- Entrance straight to search screen
Pre-Request Delivery

- Only login necessary - My Account
  - Occurs after entering catalog
  - Opens new window and starts new session
Request Delivery Issues

- Patron must be logged in so IUCAT can process request
- Central Authentication Service (CAS) requires login be separate from IUCAT
Lead-up to Request Delivery

- Part of plan since IUCAT became available via web browser
- Patrons wanted way to request items through online catalog
  - Easier for users than current methods
- Save money in ILL charges
“Turning on” Request Delivery

- Implemented November 2003 with screen added at front
“Turning on” Request Delivery

- December 2003 – IUCAT Comments sees increased email

![IUCAT Comments Emails Received](image)
Online Survey - Design

- Offered for 1 ½ weeks as link in banner graphic of IUCAT
  - Reached all patrons
  - No control over who filled out survey (or number of times)

- Asked how often patrons used login and why or why not
  - Open-ended question for users to type in response
Online Survey - Response

- Responses mostly from graduate students at 2 main campuses (IUB and IUPUI)
  - Compared to location (based on IP) in sample log
- Most patrons made choice about whether or not to log in
- Response to open question overwhelmingly complained about extra steps to enter catalog
Online Survey - Results

- Login screen got in the way of main purpose for IUCAT – finding items in the collection
- Request Delivery service important, but not in terms of interface changes
- New design of IUCAT implemented January 9, 2005
Changes to IUCAT
Tools for Future Development

- Online survey
  - Easy to create
  - Reasonably accurate
  - Fast response
- System logs
Request Delivery

- Demo
Questions? Comments!

- libopac@indiana.edu