

The background of the slide is a spiral-bound notebook with a light beige, textured cover and a dark brown spine on the left side. The spiral binding is visible on the left edge. The text is centered on the page.

# Going the Extra Mile:

Issues in Resource Sharing for  
Distance Education Students

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# Three Kinds of Distance Ed Students

- Distance Ed Students formally enrolled in entirely online programs
- “Hybrid” students – primarily taking on campus classes but one or more online classes
- Dissertating students – no longer on campus but still have library needs



# Distance Education Students

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- May be located an hour away from your library or in another state entirely
- Generally older than the traditional college student
- More likely to be working full-time
- Use many online resources but still need print materials

# How Are We Communicating?

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- Personal correspondence and tracking of requests
- Distance Education Services Librarian
- Notes in the callslip request
- Specific patron type in Voyager

# You've Got the Student's Request... Now What?

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- Where is the student located geographically?
- Know your local policies and applicable laws
- How far is “not far enough?”
- Is the student at an extension site?

# Contractual Borrowing

- Contract to allow access to print collection at another institution's library
- Works well for students concentrated in one area, such as extension site
- Not efficient if students are geographically scattered or there is no sustained contact with contract institution

# What If You Don't Ship Materials...

- Help the student identify the nearest I-Share Library as a pick-up location
- Electronic document delivery for print-only journal articles
- Local public library for ILL items
- Proxy Patrons

# Not Shipping has Drawbacks

- Not everyone lives within Illinois, or even near an I-Share library
- Local public libraries are hesitant to borrow for ILL
- You're making the students go the extra mile for the same services that on-campus students receive freely and easily

# Shipping & Delivery

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- Ship materials using USPS, DHL, FedEx, etc.
- Use a service which offers a tracking number
- What kind of packaging?
- Who bears the costs?

# Make it Fast and Convenient

- Fulfilling an ILL may take longer than the “window of usefulness”
- Home delivery options?
- Allowing returns in US mail with library-provided envelopes?
- Extended loan periods?

# What are the Barriers?

- Charging for interlibrary loans – adding an extra cost for distance education students?
- Opaque interlibrary loan processes – why is there a difference in loan periods and renewals?
- Fast, efficient service in ILL!
- Videostreaming – how do we do this?

# Hybrid Students

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- Often request delivery service because they are taking online classes
- How are they recorded in Voyager?
- Not really entitled to delivery services if their predominant program is on-campus

# Dissertating Students

- Often have very strong needs for print materials
- Hard to identify their requests as needing special treatment
- Proxy patrons work best – trusted friends or subject librarians
- Often bear the cost of deliveries

# References

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- “Standards for Distance Learning Library Services.” C & RL News, Oct 09, p. 558.
- <http://www.ala.org/ala/mgrps/divs/acrl/standards/guidelinesdistancelearning.cfm>