Kennesaw State University

From the SelectedWorks of Ashley T. Hoffman

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Your Library @ Home: Document Delivery for the Online Learner

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Available at: https://works.bepress.com/ashley_hoffman/1/
Sturgis Library wants to implement a Document Delivery program for Online Students.

**Why Now?**

- Kennesaw State now hosts 3 undergraduate and 5 graduate degrees that are completely online, plus many more certificate programs and classes.
- Since 2010, Online Student enrollment has almost doubled.
- Kennesaw State was recently reclassified as a Comprehensive University, increasing our standards for patron service.
- Sturgis Library recently initiated the It’s for KSyou! campaign.

**Who qualifies?**

Students enrolled in online only programs or are only taking online classes for a given semester. Faculty and Staff do not qualify at this time.

**What can we send?**

Only books owned by Sturgis library may be mailed. Print articles or book chapters will be scanned and delivered electronically.

**What about ILL?**

ILL or GIL Express books must be picked up from the library. ILL articles will still be delivered electronically.

**Where do we ship?**

Books can be shipped anywhere within the United States. Books may be returned with a prepaid mailing label.

**Our Process**

1. Patron submits request through ILLiad
2. ILL Office verifies status with Registrar Report
3. ILL Office ships book to patron’s home
4. Patron ships book back with pre-paid label

**Our Policy**

- Ashley Hoffman
  ILL Paraprofessional
- Kiara Bynum
  ILL Paraprofessional

**Our Library @ Home**

Document Delivery for the Online Student

**How do others compare?**

<table>
<thead>
<tr>
<th>University</th>
<th>Do patrons self-identify</th>
<th>Do Faculty/Staff qualify</th>
<th>Can ILL books be mailed</th>
<th>Does library pay to return?</th>
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<tbody>
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<td>Columbus State University</td>
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