

SERVICE POINTS

*More demand for NLA's collection:
1998 was a busy year!*

February 1999

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Document Supply Service
National Library of Australia

A busy year's end

The team at Document Supply Services here at the National Library of Australia, continued to be busy fulfilling requests through to the very end of last year, with a fill rate in the last two months of '98 of 83%.

Standard service busy

In excess of 500 extra requests were processed by our team during the four weeks, with the majority of clients requesting through the standard service.

It was also encouraging to note that the high percentage rate of requests able to be processed from the total number of requests received remained constant.

The ABN ILL Subsystem again received the majority of the thousands of requests received by us during November '97, followed closely by orders through the internet.

Requests from Australian libraries remained steady, while overseas requests increased, almost doubling in November 1998.

Our turnaround time is getting faster too. Yes, it now takes on average three days or less to turnaround a standard request – a quantum leap

from the figures of May 98, which indicated a five day turnaround.

Of course, if it's the speed of light your patron is after, then *Fast Track* is the way to go – with its 24 hour guaranteed turnaround – but often delivered within 12 hours.

Fast Track Plus goes one step further and 22 hours faster, with its two-hour guaranteed turnaround for urgent requests.

High technology

Well, we'll be honest – our enthusiastic team of staff DO get a little help from our friends – state-of-the-art technology, to help them meet deadlines with ease.

One of our favourites is the document delivery system for users of the internet – **Ariel**.

Users of Ariel require Ariel software, and to find out more, you can contact wither our helpdesk on (02) 6262 1322, or Ariel.

The process, from start to finish, once you possess the right equipment, is painless, rapid and delivering good quality material, with high resolution images - all without the costs of long-distance fax charges.

Ariel also handles difficult text (from Asian scripts to mathematical formulas) and detailed images. Give it a go – it may make your job easier!

Easy location service offered to clients

As part of our location and verification Service, our document delivery service team will provide overseas clients with details of where they may find what they are looking for, if we do not hold the article or document. This is a popular service that allows Australian material to be made more accessible to overseas clients.

Access to even more overseas material!

The NLA recently joined The Shared Resources Program (SHARES) operated by the Research Libraries Group, based in the USA. SHARES is a unique program which allows participants to expand their collections through access to and delivery of materials owned by other

research institutions within the RLG community. By joining this program, the National Library will be able to obtain access to overseas material hitherto difficult and impossible to get.

Most of the present 83 SHARES members are major US research libraries (eg: the Library of Congress). Leeds, Manchester, Birmingham, Edinburgh and Glasgow universities and University College London are also SHARES participants.

Libraries can take advantage of the SHARES program, and obtain copies by requesting through SUPPLY 1. During 1999, the NLA will be considering how it can extend the program to borrow on behalf of Australian libraries.

About SUPPLY1

SUPPLY1 is the NLA's premier document supply service for documents located globally.

This service draws on the worldwide resources of libraries and commercial document suppliers to find and bring back to Australia any documents your clients and patrons need.

More information and SUPPLY1 order forms are available via the internet, using our website (www.nla.gov.au) or faxing us on (02) 6273 2719 or telephoning us on (02) 6262 1407. To e-mail your SUPPLY1 request, e-mail: supply1@nla.gov.au.

WAIT! BEFORE YOU SEND US YOUR NEXT REQUEST, CHECK THAT YOU HAVE OUR CORRECT DETAILS:

Tel: (02)6262 1421/ 6262 1269

Fax: (02) 6273 2719

Email: docss@nla.gov.au

SUPPLY 1: supply1@nla.gov.au

Thanks!

