

May 27, 2011

Emmanuel Babatunde Ajala
Reuben Abiodun Ojo
Kenneth Dike Library
University of Ibadan
Ibadan, Nigeria

Dear Mr. Ajala and Mr. Ojo,

I am pleased to inform you that your article, "Electronic Document Delivery: the Ibadan University Library Experience," has been accepted for publication in the September/October 2011 issue (vol. 21, iss. 4) of the peer-reviewed *Journal of Interlibrary Loan, Document Delivery, and Electronic Reserve*, which is published by Taylor and Francis. The corresponding author will receive a complimentary copy of the issue in which the article appears, along with copies of the article for distribution to your colleagues.

Thank you for your submission to our journal and for your contribution to the resource sharing community. I hope that you will consider writing for us again.

With best wishes,

Rebecca Donlan
Editor-in-Chief, *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*
Assistant Director for Collection Management
Florida Gulf Coast University Library Services
10501 FGCU Blvd. South
Fort Myers, FL 33965-6501
(239) 590-7641
rdonlan@fgcu.edu

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Emmanuel Babatunde Ajala^a & Reuben Abiodun Ojo^a

^a University of Ibadan, Ibadan, Oyo State, Nigeria

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Electronic Document Delivery: The Ibadan University Library Experience

EMMANUEL BABATUNDE AJALA and REUBEN ABIODUN OJO

University of Ibadan, Ibadan, Oyo State, Nigeria

New information communication technologies, such as the Internet and electronic publishing, not only enhance the range of publications that libraries can provide for their users but also increase the speed with which such requests can be met. This article describes the development of electronic document delivery (EDD) at the Kenneth Dike Library at the University of Ibadan, Nigeria. A successful EDD program depends upon good intranet and Internet network systems, document availability, user awareness and training, and ease of use. The major challenge to this service is inconsistent power supply, which the university is addressing with the aid of a grant from the MacArthur Foundation for backup electric generators and a university solar energy project. It is hoped that this will assure better and more reliable power service in support of EDD in future. New information delivery regulations and laws guiding adequate service will also emerge but must be properly applied for effective and positive results.

KEYWORDS *information communication technologies, electronic publishing, electronic document delivery, intranet and Internet network and information delivery regulations*

INTRODUCTION

The information explosion of the 20th and 21st centuries and the increasing demand for information in all fields of life, especially in every field of academics, has led to the challenge of information delivery in all libraries. New information communication technologies, especially the Internet, as well as electronic publishing in its various forms (e-books, e-journals, e-prints,

Address correspondence to Emmanuel Babatunde Ajala, Principal Librarian, Kenneth Dike Library, University of Ibadan, Ibadan, Oyo State 900001, Nigeria. E-mail: tundeajala@yahoo.com

databases, CD-ROM, web pages, etc.) not only enhance the potential range of publications that libraries can provide for their users but also increase the speed with which such requests can be met.

Electronic current awareness services deliver information on a larger scale than traditional abstracting and indexing services. Research information once provided in the form of print on papers can now be delivered to users electronically. This has been useful in the academic community for easy location, retrieval, and efficient delivery of research materials within the library system, and it has been a useful tool for improved and efficient document supply.

There is no doubt that information communication technology has become an invaluable tool in the hands of librarians all over the world to improve their information delivery to users, although some libraries in the developing countries have yet to be automated due to poor funding, lack of infrastructure, and inadequate power supply. In Nigeria, this situation is gradually improving.

UNIVERSITY OF IBADAN LIBRARY SYSTEM

The University of Ibadan Library System was established in 1948 (then known as the University College Library). It progressively expanded into a large library system, consisting of the main library (now known as Kenneth Dike Library), Odeku Medical Library situated at the University College Hospital, and 12 faculty and departmental libraries and reading rooms throughout the campus. The university has a very high population of postgraduate and research students. The library is one of the best academic libraries in the country and is used by over 50,000 students of the university and about 4,500 staff, including many research students from the University of Ibadan, as well as students from over 90 other Nigerian universities.

The library has a collection of approximately one million volumes of books and about 6,000 journal titles. There are about 100 e-journals as well as CD-ROMs, including the E-Granary Digital Library (<http://www.widernet.org/egranary/>), and other electronic databases that are available to users. There is an Internet laboratory in the library consisting of 31 terminals fully connected to the Internet for research and interactive teaching. Just in front of the library, there is a cybercafé with nearly 200 computer terminals for Internet access, provided by the MacArthur Foundation. There are many other commercial cybercafés scattered around the campus.

This study examines the library's electronic document delivery (EDD) system. The objective of the study is to determine postgraduate and research students' awareness of EDD in the library, to examine the usage of EDD, and to determine the factors influencing the selection of the type of EDD used.

LITERATURE REVIEW

The idea behind electronic document delivery probably dates back to the early 1990s, in the early days of desktop computers (Roes, 1992). Cawkell (cited in Roes, 1992) stated that "the phrase 'electronic document delivery systems' self-evidently implies the supply and reproduction electronically of the kind of information usually provided in the form of print on paper."

Hugenholz and Visser (1993) noted that document delivery services provide individual customers and users with copies of documents (mainly articles published in scientific journals) on demand. They further explained that many university libraries provide internal services only ("in house" document supply), while others provide services to the general public notwithstanding the distance. O'Shea (2007) therefore defined EDD in one of his lectures as the combination of electronic equipment and software used to provide services in which copies of paper documents are scanned and transmitted electronically between libraries or between a library and an end-user.

Roes (1992) and O'Shea (2007) described the benefits of EDD, asserting that it saves time and costs, is easy to use, and is very efficient. O'Shea (2007) also noted that documents could be delivered to internal users via an intranet. This depends upon reliable intranet network connections. Through this, users can have access to the bibliographic detail of documents in the library; they can request and receive documents from the library without leaving their locations. Documents can be delivered via the Internet using FTP or e-mail, Generic Electronic Document Interchange (GEDI), Adobe Acrobat, Adobe Reader, and Multipurpose Internet Mail Extensions (MIME), or they can be delivered through posting on the web.

Because of the reduced funds available for libraries in the developing countries, libraries are forced to share resources. Hugenholz and Visser (1993) proposed that interlibrary loan systems, combined with efficient current awareness services, would be transformed into a co-operative electronic document supply network system for universities in developing countries. This will definitely have implications for new information access laws and regulations in these countries.

Rosemann and Brammer (2010) described the development of electronic document delivery by public libraries in Germany, taking into account the impact of the changing regulatory framework of German copyright law and the consequences of law suits against libraries and Subito. Though this is supposed to bring a positive effect on information delivery, Rosemann and Brammer (2010) describe the negative development of copyright law, which poses a new challenge to document delivery services in Germany.

METHODOLOGY

AlFadhli and Johnson (2005) employed a questionnaire and interview in looking at the adoption of EDD in the major academic and research establishments in the Gulf States. In our study, due to the large number of respondents, limited time for this study, and ease of data collection, only the quantitative research approach was employed, with a questionnaire used as the data collection instrument.

Two hundred and fifty-one questionnaires were distributed among a proportionate sample of postgraduate students selected from all academic disciplines. Gender was also carefully considered. Postgraduates were chosen because they are more involved with research. All respondents were selected among the registered users of the library. The return rate was 100%. Questions were designed to elicit answers on the following topics:

- a. Awareness of EDD
- b. Usage of EDD
- c. Difficulty in Usage of EDD
- d. Factors Influencing Selection of EDD

Data was analyzed using SPSS. Results are presented using frequency and percentage tables.

FINDINGS

Usage of EDD Formats

Respondents were asked to indicate which types of EDD formats they have used in the course of their research work. The majority, 94 respondents (37.45%), indicated that they most often used e-mail for EDD requests. The next largest access, by 86 respondents (34.26%) was through the Internet (Table 1). CD-ROM, E-Granary, and e-journals were the least frequently used.

TABLE 1 Usage of EDD Formats

	Frequency	%
Internet	86	34.26
CD-ROM	30	11.95
E-mail	94	37.45
E-Granary	10	3.98
E-journal	10	3.98

TABLE 2 Length of EDD Usage

	0-1 Year	2-3 Years	4-5 Years	6-7 Years	11+Years
Internet	18	40	12	10	6
CD-ROM	5	11	10	4	0
E-mail	5	50	20	8	11
E-Granary	2	5	3	0	0
E-journal	5	2	3	0	0

Length of Usage

Table 2 indicates how long respondents have used the various EDD formats. The most heavily used option, e-mail, was used by 50 respondents for between 2-3 years, followed by 40 respondents who have used the Internet for between 2-3 years. A good number of the respondents, 11 and 10, have been using CD-ROM for between 2-3 and 4-5 years, while 20 respondents have used e-mail for between 4-5 years. Generally, fewer respondents went directly to e-journals subscribed to by the library or the E-Granary. This may be due to non-awareness or lack of knowing how to use them. The University of Ibadan has introduced "the use of library" as a course for undergraduate students, which teaches them how to use these formats. This is expected to equip the students to the graduate level of their program. But since the University of Ibadan is an emerging postgraduate university that admits graduates from other universities within and outside the country, there will be students who might not have had such courses before and will need such training at the graduate level.

Competence in EDD Usage

The respondents were asked to score their expertise in using each of these EDD formats on a scale from 1-5. Table 3 shows the results. Sixty-one respondents consider themselves to be excellent in e-mail usage. This is followed closely by 43 respondents who claimed to be good in using the Internet, while 37 respondents rated themselves as fair in using CD-ROM. Twenty-one respondents rated themselves above average in using the Internet to request documents.

TABLE 3 EDD Usage Competence

	1—Novice	2—Fair	3—Good	4—Above Average	5—Excellent
Internet	6	10	43	21	6
CD-ROM	7	37	12	2	2
E-mail	0	10	10	20	61
E-Granary	4	2	2	2	0
E-journal	5	0	2	3	0

TABLE 4 Rate of Difficulty of EDD Format Usage

	1—Very Difficult	2—Difficult	3—Fairly Easy	4—Easy	5—Very Easy
Internet	8	8	20	40	10
CD-ROM	1	6	10	10	3
E-mail	1	3	20	20	60
E-Granary	3	2	0	2	3
E-journal	0	2	2	3	3

Some respondents who claimed to be using E-Granary also claimed to be a novice in the use of the resource, suggesting that some may engage the library staff in helping them in the usage of E-Granary. This is the same in the case of e-journals.

It can be noted that a good number of these respondents are not yet competent in the usage of these formats, which can be helped by training. The students must work directly with these formats if they want to master their usage instead of engaging someone else to use it for them to get them what they want.

Difficulty in Usage of EDD Formats

The respondents were asked to rate on a scale of 1–5 how difficult they found it to use each EDD format (Table 4). A very large number of respondents (60) found the usage of e-mail for EDD requests very easy; 40 found the usage of Internet easy, while 10 found the usage of CD-ROM easy. That respondents found e-mail, Internet, and CD-ROM easier to use than the other formats suggests the need for more user training on other EDD infrastructures and usage.

Factors Influencing Selection of EDD

Factors influencing selection of EDD format are given in Table 5. Internet and e-mail were greatly preferred for availability and ease of use. E-mail also ranked high because of experience/training. CD-ROM was also preferred,

TABLE 5 Factors Influencing EDD Format Selection

	1—Accessibility	2—Availability	3—Experience/Training	4—Ease of Use
Internet	9	45	12	20
CD-ROM	2	10	8	10
E-mail	10	40	30	14
E-Granary	0	5	3	2
E-journal	3	2	0	5

although less so, for its availability and ease of use. From these results, it seems clear that availability is the most important selection parameter, followed by ease of use and experience/training for the choice of EDD format. Then accessibility follows after.

CONCLUSION

The open access initiative has brought many useful journals within reach of many researchers. An emerging role for librarians globally is that of marketing new information resource products to users and creating adequate awareness for their effective usage. Usage and awareness of EDD services are gradually developing in the Ibadan University Library and the university as a whole. Marketing, training, and adequate funding are the challenges librarians face to make this service an excellent one in any library. The major challenge to this service is the national issue of inconsistent power supply, though the university's power substitute initiative brings hope for better services in the future. New information delivery regulations and laws guiding adequate service will also emerge, which must be properly applied for effective and positive results.

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