

Scan and Deliver Service Proves Popular with Library Users



Since its launch in September 2012, Scan and Deliver has enabled fast and convenient access to a wealth of print and microform resources across the Yale University Library. Yale faculty, students, staff, and alumni with paid borrowing privileges have placed over 10,000 Scan and Deliver requests through the Orbis and Morris catalogs, receiving their scans within an average of ten business hours. Graduate students and undergraduates are already huge fans of Scan and Deliver, comprising 48% and 29% of all users respectively. Faculty are also using the new service for research and curriculum support. Feedback about Scan and Deliver has been positive. One patron wrote: "This service has been a god-send for me, since I had surgery over the summer and am only now getting back to normal movement and functioning. I thank you very much." Another said: "I am so pleased with the speed of this service! I really appreciate all of your help! I am blown away by the ease of this!" And finally, "I can't imagine how this service could be any better. It saved me several hours of work, and gratification was almost immediate. This is what we would call in French a real 'aubaine.'" For more information: <http://guides.library.yale.edu/getit/scan> [1]

External link: http://www.library.yale.edu/librarynews/2013/06/scan_and_deliver_service_prove.h... [2]

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Links

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