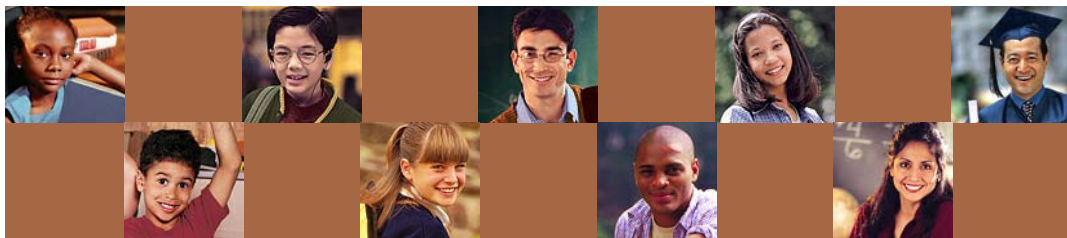# NCES

National Center for
Education Statistics

the
condition
of education 2005

INDICATOR 33

Electronic Services in Academic Libraries

The indicator and corresponding tables are taken directly from *The Condition of Education 2005.*
Therefore, the page numbers may not be sequential.

Additional information about the survey data and supplementary notes can be found in
the full report. For a copy of *The Condition of Education 2005*, visit the NCES website
(http://nces.ed.gov/pubsearch/pubsinfo.sap?pubid=2005094) or contact ED PUBs at 1-877-4ED-PUBS.

College Resources
Electronic Services in Academic Libraries

Academic libraries are not only providing a broad array of electronic services to their primary clientele, but are also increasingly providing these services to off-campus users other than their primary clientele.

The past two decades have brought unprecedented changes in technology for academic libraries. Libraries once focused on helping users identify, retrieve, and use materials within the library building. Now they are supporting these activities with a broad array of electronic services, and increasingly, users can access these services from locations outside the library (Lougee 2002).

In 2000, electronic catalogs were almost universal: 94 percent of all institutions with academic libraries had an electronic catalog, up from 80 percent 4 years earlier. In addition, libraries have expanded electronic services intended to make it easier for patrons to access library resources. For example, 73 percent of institutions with academic libraries allowed patrons to place interlibrary loans or request documents electronically in 2000, versus 60 percent in 1996. In addition, 73 percent provided reference service by e-mail in 2000, versus 40 percent in 1996, and 49 percent delivered documents electronically in 2000 versus 17 percent in 1996. In addition to expanding electronic services, academic libraries have made access more convenient for their primary clientele, who increasingly can access the services from elsewhere on campus or off campus (see supplemental table 33-1).

Many academic libraries are taking advantage of technology to serve a broader clientele. For example, in 2000, 80 percent of institutions with academic libraries made their electronic catalogs available to off-campus users other than their primary clientele; 54 percent provided these off-campus users with electronic reference services by e-mail; 23 percent allowed them to place interlibrary loan and document requests electronically; and 16 percent provided electronic document delivery.
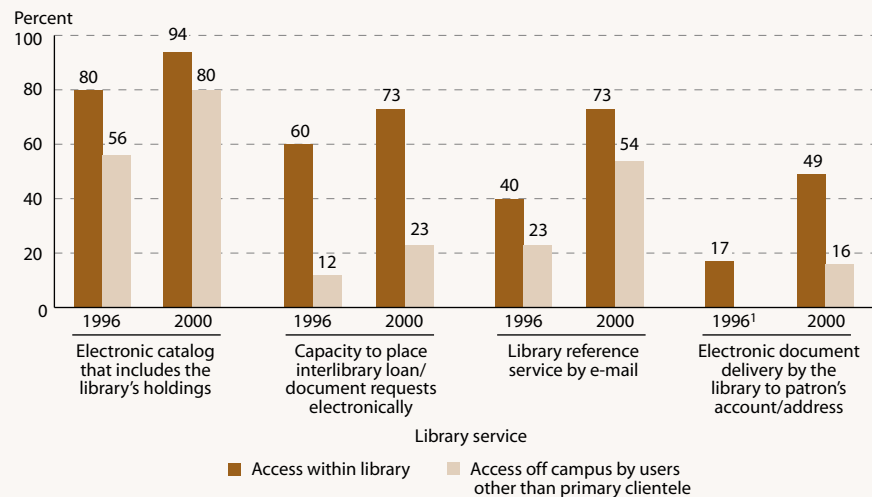
Academic libraries at institutions with graduate programs have generally led in providing electronic services, but gaps between institution types are narrowing. For example, at least 96 percent of libraries in the research, doctoral, and master's Carnegie categories had electronic catalogs by 1996, compared with 83 percent of libraries in baccalaureate institutions and 77 percent in associate of arts institutions. By 2000, however, 97 percent of baccalaureate and 93 percent of associate of arts institutions with libraries had electronic catalogs.

[1] Data for access by users other than primary clientele were not collected in 1996.

NOTE: The survey instructions did not define "primary clientele." Institutions may consider different groups to be their primary clientele.

FOR MORE INFORMATION:
Supplemental Notes 3, 8
Supplemental Table 33-1
Lougee 2002

ELECTRONIC SERVICES: Percentage of degree-granting institutions with libraries that have selected electronic services, by type of access: 1996 and 2000

Electronic Services in Academic Libraries

Table 33-1.　　**Percentage of degree-granting institutions with academic libraries offering selected electronic services by type of access, type of off-campus user, and 1994 Carnegie classification: 1996 and 2000**

Selected electronic services and Carnegie classification	Type of access				Type of off-campus user			
	Within the library		Elsewhere on campus		Primary clientele[1]		Others	
	1996	2000	1996	2000	1996	2000	1996	2000
Electronic catalog that includes the library's holdings								
Total	**79.9**	**93.7**	**59.9**	**85.0**	**58.5**	**82.5**	**55.5**	**80.1**
Research I and II	100.0	100.0	97.5	100.0	99.2	100.0	93.3	97.5
Doctoral I and II	100.0	100.0	98.1	100.0	100.0	100.0	98.1	100.0
Master's I and II	95.7	99.2	87.6	98.1	85.9	97.9	80.9	96.7
Baccalaureate I and II	83.2	96.7	68.1	93.0	65.4	90.4	62.7	88.6
Associate of Arts	77.2	93.4	49.5	82.6	46.5	79.8	43.4	77.1
Specialized	64.0	90.7	39.0	77.2	39.3	72.7	37.5	69.9
Not classified	66.1	80.5	31.1	57.3	30.7	53.3	29.9	48.1
Capacity to place interlibrary loan/document requests electronically								
Total	**60.0**	**73.1**	**31.6**	**61.2**	**30.6**	**59.4**	**11.5**	**23.4**
Research I and II	80.0	96.6	76.1	96.6	75.2	96.6	23.5	39.3
Doctoral I and II	73.8	93.2	72.5	93.2	69.0	92.2	20.4	23.8
Master's I and II	64.9	90.1	48.0	86.7	47.1	86.5	11.9	23.7
Baccalaureate I and II	65.6	78.5	40.3	69.3	38.3	67.3	10.6	20.1
Associate of Arts	56.2	67.8	17.0	49.6	15.5	46.8	9.1	25.6
Specialized	55.8	66.8	21.3	49.5	22.7	49.2	13.8	25.2
Not classified	46.6	48.2	18.8	36.0	17.4	32.5	8.8	12.9
Library reference service by e-mail								
Total	**40.1**	**73.0**	**38.8**	**72.3**	**36.4**	**71.4**	**22.5**	**54.3**
Research I and II	84.9	98.3	86.3	99.2	88.8	100.0	57.5	85.7
Doctoral I and II	56.7	93.1	60.8	94.1	64.7	95.1	41.1	74.5
Master's I and II	49.3	80.9	49.9	83.1	47.0	83.9	26.0	59.5
Baccalaureate I and II	46.3	77.0	48.3	75.1	45.6	74.8	25.3	55.9
Associate of Arts	27.9	65.5	23.5	65.4	18.4	62.7	13.5	48.6
Specialized	40.8	72.1	37.7	71.3	38.9	70.2	24.8	56.4
Not classified	31.2	63.8	27.7	57.1	25.6	57.5	17.1	40.8
Electronic document delivery by the library to patron's account/address								
Total	**16.5**	**48.9**	**—**	**47.0**	**—**	**43.7**	**—**	**15.7**
Research I and II	33.3	72.0	—	75.6	—	71.8	—	17.1
Doctoral I and II	33.3	68.6	—	69.6	—	67.6	—	14.0
Master's I and II	22.4	56.1	—	54.6	—	52.5	—	12.5
Baccalaureate I and II	20.2	48.9	—	46.5	—	41.3	—	9.1
Associate of Arts	10.8	47.2	—	44.7	—	40.1	—	19.2
Specialized	12.0	36.7	—	35.7	—	34.2	—	15.5
Not classified	15.5	43.9	—	39.4	—	39.5	—	21.2

— Not available.

[1] The survey instructions did not define "primary clientele." Institutions may consider different groups to be their primary clientele.

NOTE: See *supplemental note 8* for more information about classification of postsecondary education institutions.

SOURCE: Cahalan, M.W., and Justh, N.M. (1999). *Academic Libraries: 1996* (NCES 2000–326), table 12B, and Carey, N., and Justh, N.M. (2003). *Academic Libraries: 2000* (NCES 2004–317), table 12B. Data from U.S. Department of Education, National Center for Education Statistics, 1996 Integrated Postsecondary Education Data System, "Academic Libraries Survey" (IPEDS-L:96) and 2000 Integrated Postsecondary Education Data System, "Academic Libraries Survey" (IPEDS-L:00).