Open Access

Expertise TU Delft

Visibility TU Delft

TUlib

Support

3TU.Datacentre

Learning Centre

Science support

Open Courseware

TU Delft Repository

Educational support
Contents

TU Delft Library: a hub of knowledge 5
More efficient searching 7
Network of knowledge and experts 11
Global knowledge dissemination using Open Access 13
Learning Centre: space for the future 15
Document Management for TU Delft: powered by TU Delft Library 17
TU Delft Library services 19
Special collections 21
Facts and figures TU Delft Library 2007 22
Making TU Delft knowledge available

A ‘traditional’ library is concerned with making material available to its readers. Much of that material is available worldwide. TU Delft Library goes further, in that it also manages and disseminates knowledge which is created within, and is therefore unique to, our own university. TU Delft Library wishes to offer a combination of explicit and implicit knowledge, together with a wealth of information which is organised in a way that addresses users’ exact requirements. We also wish to promote knowledge sharing. The multi-year plan for 2008-2011, published in 2007, sets out the strategy we shall pursue in order to achieve these objectives. (http://www.library.tudelft.nl/long-termplan).

Tagging by the library and by users

One interesting aspect of ‘tagging’ is that the classification of information is no longer the exclusive domain of the information professionals. Absolutely anyone can add tags to the information they publish on the internet, and subsequently readers of that information can add further tags. This makes our profession even more interesting, as our users now help us to ensure that the material can be found, based on the way that they themselves would look for it. Isn’t that what we have always wanted? No ‘user survey’ could hope to achieve the same result. Our philosophy is therefore to allow users every opportunity to assist in making knowledge and information fully accessible.

In 2007, TU Delft Library began to implement a number of modifications which will lay a firm foundation for this type of user participation. We shall continue to support these developments during the years to come. This Annual Report describes our achievements to date.

Maria Heijne
Librarian and Director TU Delft Library
A user-friendly search engine
In November 2007, TU Delft Library held a survey among its users. The key question was: what do you think makes a search engine 'user-friendly'? Based on the responses, we then examined the existing products available on today's market. Ensuring the availability of efficient and effective search facilities is a spearhead of the Policy Plan adopted by the UKB, the cooperative alliance of all thirteen university libraries in the Netherlands and the Royal Library in The Hague. This desire has so far resulted in close cooperation between Delft and one of the other university libraries (with more to follow). We opted for an Open Source product which is now undergoing further development. 'Open Source' refers to software which is available to all at no cost. We expect the product to become available for use in 2008.

TUlib: online instruction tool for students and staff
TUlib is a digital learning environment which teaches users how to find sources of scientific and academic information, and shows them ways in which that information can be used to enhance the quality of their own papers and theses. In this digital learning environment users will find, for example, instructions which point the way towards relevant and reliable sources of information.

TUlib itself offers two types of information: practical, structured instructions based on PowerPoint presentations and video clips, and a wealth of interesting background information. Students can decide which of the interactive modules they wish to take, and the order in which they do so.
Teaching staff can use TUlib to assess their students’ information-seeking skills, and can refer them to the modules and instruction videos relating to topics such as the correct manner of attributing sources or assessing the reliability of sources.

The name 'TUlib' was suggested by TU student Cornelis van Beveren, the winner of a competition which attracted 127 entries. TUlib (a contraction of 'TU Delft' and 'Library') was launched in 2007.

Courses and instruction
Alongside its online training tools, TU Delft Library offers students, researchers and other professionals a wide range of courses and instruction in how to find relevant information quickly and easily. In 2007, seven courses were held (in 25 sessions) and attracted no fewer than 220 participants. They included a course in the use of Endnote, with which researchers can compile individual bibliographic databases, and Advanced Search, which
allows PhD students and other researchers to hone their information-seeking skills. TU Delft Library also ran some thirty instruction sessions for bachelor’s and master’s students from 17 programmes.

**Free updates**

*During the review year, TU Delft Library also provided training courses in the use of RSS, which stands for ‘Really Simple Syndication’. This is a convenient way to keep abreast of the latest developments in a particular field, be it of professional or general interest. A website with an RSS ‘feed’ automatically notifies users of any new information, so users do not have to visit the website again. Software known as Free Readers or News Aggregators ‘grabs’ the RSS feeds from various sites and displays the contents on screen.*

*TU Delft’s campus network collates ‘search alerts’ and ‘citation alerts’ issued by publishers and database providers. Search alerts relate to information about a specific topic or profession, while citation alerts indicate how often the work of a certain author is cited in publications (and lists those publications). All TU Delft Library users can also consult the ‘tables of contents’ of books and journals. The campus network also provides a link to the full text of the publication.*

**Bibliographic research**

*Researchers investigating a specific scientific issue can ask TU Delft Library to find relevant references. Researchers linked to the university itself can then continue the search in Web, Science or any of the other seventy available databases.*

*Bibliographic research is a quick way of determining what information exists (or does not exist) in a particular field. It enables researchers to define and describe their projects more accurately and to determine whether their research really does address new and previously unexplored aspects of the topic.*

*Since 2006, TU Delft has worked closely alongside the Valorisation Centre. This cooperation has rendered patent application procedures more transparent, and all patent applications from TU Delft are now centrally registered. The Valorisation Centre acts as a ‘centre of expertise’ which promotes cooperation between the university, the private sector and the government.*

See also:

Internet Librarian International 2007, 8-9 October 2007,
On your way to knowledge, De Lugt, Y.; Clavel, K.
TU Delft Library brings experts together
TU Delft Library facilitates cooperation between the researchers working on the Self Healing Materials programme by means of an ‘Advanced Network’ created especially for this purpose.
(See: http://selfhealingmaterials.tudelft.nl).
An ‘Advanced Network’ provides a means of identifying and contacting experts, and is particularly useful within a multidisciplinary setting. The Advanced Network was introduced during the First International Conference on Self Healing Materials, held in Noordwijk in April 2007, where it received a very positive response. Membership of the network increased from 100 at its launch in 2006 to 160 in 2007. TU Delft Library is now in discussions with various parties, both within and beyond TU Delft itself, about the possibility of creating similar Advanced Networks in other fields.

Bundling knowledge in the 3TU.Datacentre
In late 2007, the Executive Boards of the three Dutch universities of technology signed an agreement allowing the foundation of the 3TU.Datacentre. This will provide a source of technological and scientific ‘datasets’ (raw research data) in a broad range of specialist fields, all well documented and permanently accessible. The 3TU. Datacentre is an initiative by TU Delft Library in association with the libraries of Eindhoven University of Technology and the University of Twente.

Sustainable access to (digital) publications is now well organised within the scientific field. Worldwide, provisions have been made to ensure that published articles remain accessible indefinitely. The datasets on which scientific publications are based are, however, not yet stored in any sustainable manner, although this data can be extremely valuable in verifying research, conducting new research or managing long-term programmes.
If datasets are not stored in a sustainable manner, they rapidly become inaccessible once the relevant project has been completed. This may be due to physical decay of the storage media, or because the software used to create the datasets is incompatible with new-generation computers or operating systems. It is also possible that the descriptive (meta-)data will be lost, whereupon it becomes impossible to place the main data in the correct context.

Joint journal administration
In 2007, the libraries of the 3TU alliance started preparations for the merger of their respective digital journal collections and the relevant administrative records. It is hoped that this will lead to the launch of the Netherlands’ first ‘Electronic Resource Management’ system in 2008, whereby the records of the various libraries will be managed as one.
TU Delft Library Open Access Symposium
Under the auspices of its ‘Users’ Foundation’, TU Delft
Library organises an annual symposium for its clients,
suppliers and other business contacts. The theme of the
2007 symposium was ‘Open Access’, the term used to
refer to the process of making all (academic) publications
available to everyone. Within the Open Access system, the
costs of the publication process are no longer paid by the
reader (e.g. via the library), but by the author or his or her
organisation.
During the symposium, it was noted that publishing under
Open Access arrangements offers significant advantages
to the researcher. Publications enjoy greater (online)
circulation and hence a far larger readership. Research
results therefore become more visible and are likely to be
cited more frequently, which will enhance the researcher’s
international standing.

Further information about the symposium can be found at
http://www.library.tudelft.nl (Practical information > Our
organisation > Symposium).

Participation in Springer’s Open Choice pilot project
In 2007, TU Delft Library joined the Open Choice pilot
project announced by the UKB in association with the
publishing house Springer. Authors from Delft can now
have their articles published by Springer in Open Choice,
whereby the costs are covered by the licence held by the
UKB.

‘Open Access’ for TU Delft publications in TU Delft Repository

Researchers
TU Delft Library offers researchers the opportunity to have
their research results made available worldwide through
the TU Delft Repository (http://repository.tudelft.nl). TU Delft Library is responsible
for managing this digital ‘warehouse’, to which yet more
publications by Delft researchers were added in 2007.
The Open Access concept allows scientific knowledge to
be disseminated and shared far more efficiently using the
internet. Moreover, because all documents are in digital
form, the published material can be used and re-used
more effectively.

In 2007, a collection of the most significant dissertations
produced at Delft during the past one hundred years was
added to the repository. These documents played a major
part in the development of TU Delft and many gained
international recognition.

Education output
The results of TU Delft’s educational activities are now
also included in the repository in the form of students’
graduation theses. Students themselves are responsible for adding their work to the system. The ‘uploading’ process is extremely simple and involves nothing more than completing a web form.

Some three hundred theses produced by the Hydraulic Engineering research group (Faculty of Civil Engineering and Geosciences) have already been added to the repository. A significant advantage for the faculty is that the administrative work involved in publishing the theses passes to TU Delft Library and the individual students. The theses are made more accessible, as illustrated by the many direct responses and references on external sites such as that of De Hydrotheek (http://library.wur.nl/hydrotheek) (Dutch only).

The Department of Real Estate and Housing is taking part in a pilot project for the digitisation of graduation theses within the Faculty of Architecture. Here, an online system in which theses can be published as standard *.pdf files has been developed, whereby the contents are available both within and beyond the faculty itself. In 2006, 25% of final year students took part in the project on a voluntary basis. All acknowledged the advantages of digital publication, including the higher ranking for their theses on search engines such as Google. This enables new workgroups and many others to take advantage of the valuable research output.

Occasionally, it is inappropriate to include the full text of a thesis in the repository, perhaps because it contains confidential or sensitive information about an external organisation. In such cases, the system allows an ‘embargo period’ to be set, whereupon only the bibliographic details will be displayed for up to eighteen months following the upload date. Once the embargo period has expired, the full text is automatically made available. Documents containing information which must remain confidential for longer than eighteen months are not suitable for publication in TU Delft Repository.

Delft OpenER

Last but not least, course material was also made available through the repository structure in 2007. The ‘Delft OPEN Educational Resources’ (Delft OpenER) concept is the result of cooperation between the ICT Department, the Department of Education and Student Affairs and TU Delft Library. The website http://www.ocw.tudelft.nl provides access to a wide range of Open Courseware, being educational resources developed by TU Delft and now made freely available throughout the world. This initiative is part of the global Open Courseware Consortium programme (http://www.ocwconsortium.org).

Repositories for external parties

In 2007, TU Delft Library started preparations for the creation of repositories on behalf of external clients. For example, we are to create and manage a thesis repository for the UNESCO-IHE Institute for Water Education in Delft. This will go ‘on line’ in 2008.

Further information about Open Access can be found at http://www.library.tudelft.nl/openaccess.

Open access: spagaat of pas-de-deux?
Op weg naar vrije toegang tot wetenschappelijke publicaties.
Heijne, M.; De Leeuwe, J.
December 2007 marked the tenth anniversary of the opening of the impressive TU Delft Library building on Prometheusplein. During the past decade, TU Delft Library produced a document entitled ‘Space for the Future’, which outlines its ambitions and, in particular, its plans for a Learning Centre. The Executive Board of TU Delft believes that the creation of a Learning Centre would go a long way towards addressing the changing circumstances in which the university must operate.

Given its expertise and knowledge of new developments in both education and research, TU Delft Library has played an important role in developing both the concept and form of the proposed Learning Centre. As the new Learning Centre is being built on the campus, the existing TU Delft Library will also undergo a significant transformation.

Based on our ambition of creating a true ‘Centre of Belonging’, the building will first see a number of cosmetic changes in the years ahead, followed by some more drastic structural modifications.

While still at school, young people will be able to familiarise themselves with new technologies in the TU Delft Library building. They will also be able to get a ‘taste’ of campus life at the university that they will – hopefully – choose to attend. Once they have enrolled on a course, the ‘Library Learning Centre’ will offer a fitting environment in which to study, meet for group lessons, and prepare projects. Students will also be able to become acquainted with various private sector organisations which will be invited to give presentations in the Learning Centre at various times throughout the year. When the students graduate and go on to form part of the private sector themselves, the building will remain a source of knowledge. They will be able to seek information, make contact with researchers, and even offer employment or internships to their successors, the students of the day.

Even in retirement, the ‘Library Learning Centre’ will remain an attractive environment, being the place to garner new information and pass the knowledge of a lifetime on to the new generation. When the children of past students are themselves at school and make their first visit to the Learning Centre, the process comes full circle.

Ambition - The ‘Library Learning Centre’ will be the sustainable, constant factor for the user. It will be the ‘Centre of belonging’ in the life career of the TU Delft-trained engineer. From school pupil to student, to young professional, to senior manager and eventually, retired hobbyist. All phases bring the user back to this central meeting place.
TU Delft archives remain accessible
Following a European tendering procedure, a Document Management System (DMS) was selected in July 2007 to support a three-year process of professionalisation and digitisation. Responsibility for the implementation and systems administration of the new DMS falls to TU Delft Library. The system will be used to process and file letters, e-mails and other documents quickly and accurately, and in a uniform manner which ensures that they can always be located and retrieved.

No more lost documents
A simple search in the DMS will retrieve all relevant information. The days of endlessly trying to track down a document which has long since been lost or destroyed are now firmly behind us.
All information, perhaps including the physical location of the original paper document, can be found using the DMS. Each document is ‘labelled’ with metadata tags providing information such as the subject, the author and whether the document is classified as ‘confidential’.
In the spring of 2008, the Faculty of Architecture will be the first in which all incoming mail will be prepared for entry into the DMS. Post will then be forwarded to the intended recipients in digital form.

Phased introduction
The Document Management System will be rolled out throughout TU Delft in phases. The first two years will focus on digitising communication between the faculties and departments.

Complete files in digital form
Administrative documents, examination results and personnel records are also to be digitised and filed using the DMS within the foreseeable future. This will reduce the risk of important documents arriving too late. The system will also ensure the completeness and clarity of those documents essential to decision-making processes or students’ career planning, from registration as a first-year undergraduate to the award of the Bachelor’s or Master’s degree.

The paper archive
All relevant paper documents are to be filed in a new central archive on Kluyverweg, no 6, which has over five kilometres of shelf space. The central archive will house all documents older than five years, which the faculties, research institutes, research groups and support departments wish to retain.
Documents which must be retained by law (over twenty per cent of the total) will be transferred to the National Archive in The Hague. Further information about Document Management can be found at:
http://documentmanagement.tudelft.nl
Dredgeline database
A good example of a ‘custom-made solution’ is the Dredgeline database which was created by TU Delft Library for the Central Dredging Association (CEDA), an international non-governmental organisation. In 2007, the Dredgeline website was modified to allow specialists and sector organisations to access the most relevant and most prominent scientific journals dealing with the dredging industry. The CEDA and TU Delft Library have entered into a two-year contract for the management of the database.

STOWAbase discontinued
Following amicable talks with the Foundation for Applied Water Research (STOWA), TU Delft Library has discontinued its management of the ‘STOWAbase’ research database for water managers. The process of collecting information for the database, necessary to ensure a product of appropriately high quality, was extremely time-intensive. The resultant revenue was seen to be disproportionately low.

Faculty libraries
In mid-2007, TU Delft Library decided to close the separate library location serving the Faculty of Technology and Policy Management (TPM) and the OTB Research Institute for Housing, Urban and Mobility Studies, doing so after close consultation with the faculty administration. The collections have been transferred to the Central Library. Staff and students also have full access to the ‘Ask Your Library’ service.

Ask Your Library
The ‘Ask Your Library’ service enables all TU Delft Library users to contact library staff using instant messaging, e-mail or telephone. Staff will be pleased to answer questions and to receive any comments, requests or (even) complaints. See: https://AskYourLibrary.tudelft.nl.

More account managers
Because service provision at the individual faculty locations has been reduced, the TU Delft Library’s account managers are now its most important channel of communication with researchers, professors, support staff and students throughout the university. The account management team was expanded in 2007 and now comprises five dedicated account managers. Each represents the interests of one or more user groups, such as the faculties, research institutes, central support departments, external relations and bodies such as the ‘Young Entrepreneurs Society’ (YES!Delft), which assists
start-up companies in the technological sector. The contact details of all TU Delft Library account managers can be found at http://www.library.tudelft.nl (Accountmanagement).

**Discontinuation of document delivery services**

In 2007, TU Delft Library decided to discontinue the document delivery service to commercial organisations, with effect from 2009. Further information can be found at http://www.library.tudelft.nl/documentleverantie-profit.

**Introduction of RFID at the Architecture library**

Shortly prior to the completion of this Annual Report, it was announced that the collection of the Architecture library, which had been feared lost during a major fire on 13 May 2008, remained largely intact.

The Architecture library houses a collection of approximately forty thousand books which are in great demand. Many are borrowed and returned on a regular basis. In December 2007, a pilot project was launched to test the use of Radio Frequency Identification (RFID) in facilitating the lending process. RFID is a system which can uniquely identify every book using radio frequencies and a minute chip embedded in each volume. At the RFID ‘self service station’, library users can borrow, extend and return books without the assistance of a staff member. The RFID system greatly enhances security. Furthermore, because the RFID system is directly linked to the library catalogue, a book which has been reserved by another user can be readily identified (whereupon the current borrower will be instructed to return it) as can those which are subject to a fine for late return. The fact that all books with the RFID label have been salvaged following the fire will make the process of rehousing the library elsewhere somewhat easier. The RFID system will continue to be used at the new location.

To date, Architecture is the only faculty library in which RFID has been implemented. The results of this pilot project will determine if the system is to be rolled out elsewhere. One advantage of doing so would be that it would enable faculties, research institutes, research groups and departments to create their own ‘mini-libraries’ without the expense of staff. This could provide a good solution for those faculties whose libraries have been closed.
**Digital Map Room**

In order to make a significant proportion of the available cartographical information available on line, TU Delft Library opened both the physical Map Room and its virtual counterpart to all staff and students in December 2006. (See [http://maproom.library.tudelft.nl](http://maproom.library.tudelft.nl)).

In the past, the Map Room was predominantly used by people from the Faculty of Architecture. In 2006, 1754 students and staff visited the Map Room, and 373 digital files were supplied. In 2007, these figures had risen to 3183 and 558 respectively.

In 2007, TU Delft Library launched the ‘Digital Map Room’ project, whereby we are collecting digital cartographic material to support the educational courses. From July 2008, students will be able to print the material and download maps and charts in standard *.pdf format. From December 2008, they will also be able to download maps in a format which is compatible with a Geographic Information System (GIS) or CAD programme.

The progress of the project can be followed at [http://geoloket.blogspot.com](http://geoloket.blogspot.com) (Dutch only).

**Digitisation of Trésor**

The first steps in digitising TU Delft’s historical collection, known as Trésor, were taken in 2007. No fewer than 541 titles were digitised during the year and made available through the TU Delft Library catalogue. (Note that a ‘title’ may comprise several works.)

*Kennemaria et Westfrisia vulgo et vernaculé Noord-Holland.*

Nicolaas Visscher, circa 1680; this edition republished by Petrus Schenk, circa 1740.
### User data for Central Library

<table>
<thead>
<tr>
<th>Visits</th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of visitors</td>
<td>132,580</td>
<td>130,238</td>
<td>120,828</td>
</tr>
<tr>
<td>Number of questions to the information desk</td>
<td>10,899</td>
<td>10,340</td>
<td>16,978</td>
</tr>
<tr>
<td>- Resource Guide and Catalogue</td>
<td>4,031</td>
<td>4,118</td>
<td>7,699</td>
</tr>
<tr>
<td>- other</td>
<td>6,868</td>
<td>6,222</td>
<td>9,279</td>
</tr>
<tr>
<td>Number of questions per chat *</td>
<td></td>
<td></td>
<td>449</td>
</tr>
</tbody>
</table>

* as of October 2006

### Staff as of 31 December

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE</td>
<td>92</td>
<td>101</td>
<td>122</td>
</tr>
<tr>
<td>Persons</td>
<td>115</td>
<td>127</td>
<td>145</td>
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</table>
Collection of TU Delft Library

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Journals in the Catalogue (total)</td>
<td>5,405</td>
<td>4,242</td>
<td>4,069</td>
</tr>
<tr>
<td>Electronic journals in the Catalogue</td>
<td>3,865</td>
<td>3,567</td>
<td>3,308</td>
</tr>
<tr>
<td>Electronic journals in the Resource Guide</td>
<td>8,329</td>
<td>8,097</td>
<td>7,020</td>
</tr>
<tr>
<td>Reference works, electronic</td>
<td>508</td>
<td>462</td>
<td>160</td>
</tr>
<tr>
<td>Reference works, paper</td>
<td>22,848</td>
<td>26,727</td>
<td>26,612</td>
</tr>
<tr>
<td>Books, electronic (in Catalogue)</td>
<td>12,714</td>
<td>3,880</td>
<td>1,386</td>
</tr>
<tr>
<td>Books, paper</td>
<td>c. 620,000</td>
<td>637,500</td>
<td>632,000</td>
</tr>
</tbody>
</table>

**Trésor**

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of titles in Trésor collection</td>
<td>44,688</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of titles in electronic collection of Trésor (pages of e-collection accessible through the Internet)</td>
<td>3,066</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase in number of titles in Catalogue</td>
<td>11,438</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Catalogue, Resource Guide, Virtual Knowledge Centres (VKCs)

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Catalogue consultations</td>
<td>1,832,000</td>
<td>1,400,000</td>
<td></td>
</tr>
<tr>
<td>Number of consultations of electronic journals (Resource Guide)</td>
<td>545,848</td>
<td>518,343</td>
<td></td>
</tr>
<tr>
<td>Number of consultations of 18 VKCs (total)</td>
<td>3,724,378</td>
<td>2,961,815</td>
<td>1,500,000</td>
</tr>
</tbody>
</table>
Loan data

<table>
<thead>
<tr>
<th>Number of loans (books)</th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty libraries</td>
<td>39,943</td>
<td>48,683</td>
<td>57,070</td>
</tr>
<tr>
<td>Central Library</td>
<td>41,483</td>
<td>45,439</td>
<td>51,058</td>
</tr>
<tr>
<td>Total number of loans</td>
<td>81,432</td>
<td>94,121</td>
<td>108,128</td>
</tr>
<tr>
<td>Registered borrowers</td>
<td>10,114</td>
<td>10,387</td>
<td>13,172</td>
</tr>
</tbody>
</table>

Databases created by TU Delft Library

<table>
<thead>
<tr>
<th>Number of records in databases created by TU Delft Library</th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHIPDES (Ship Descriptions)</td>
<td>307</td>
<td>312</td>
<td>678</td>
</tr>
<tr>
<td>ABSIS ('Architecture Structural Engineering and Urban Design Information System')</td>
<td>1,956</td>
<td>1,581</td>
<td>1,150</td>
</tr>
</tbody>
</table>

Document Delivery (copies)

Document Delivery is here taken to mean copy delivery. Loans are not included in this category.

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of received requests</td>
<td>87,805</td>
<td>86,338</td>
<td>98,061</td>
</tr>
<tr>
<td>Total number of self-delivered articles</td>
<td>71,590</td>
<td>70,189</td>
<td>79,486</td>
</tr>
<tr>
<td>Fulfilment percentage from own collection</td>
<td>82%</td>
<td>81%</td>
<td>81%</td>
</tr>
<tr>
<td>Average lead time in hours</td>
<td>33</td>
<td>25</td>
<td>34</td>
</tr>
<tr>
<td>Delivered as PDF (%)</td>
<td>83.93%</td>
<td>84.57%</td>
<td>78.00%</td>
</tr>
<tr>
<td>Requests passed on to Inter Library Loan</td>
<td>10,125</td>
<td>11,264</td>
<td>12,919</td>
</tr>
<tr>
<td>(domestic and abroad)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Document Delivery (copies)

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents received via Inter Library Loan</td>
<td>9,951</td>
<td>9,992</td>
<td>11,256</td>
</tr>
<tr>
<td>Total fulfilled requests, including other collections</td>
<td>81,530</td>
<td>80,251</td>
<td>84,754</td>
</tr>
<tr>
<td>Total fulfilment percentage, including Inter Library Loan</td>
<td>92.81%</td>
<td>93.04%</td>
<td>95.00%</td>
</tr>
<tr>
<td>Delivered as PDF, including other collections</td>
<td>95.26%</td>
<td>90.94%</td>
<td>78%</td>
</tr>
<tr>
<td>Complaints with respect to total received requests</td>
<td>0.46%</td>
<td>0.69%</td>
<td>0.48%</td>
</tr>
</tbody>
</table>

Tuition for end users

<table>
<thead>
<tr>
<th>Information skills in education at TU Delft</th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of participants in course</td>
<td>2,239</td>
<td>2,200</td>
<td></td>
</tr>
<tr>
<td>Information skills and library instructions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Courses</th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to library services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of participants in course</td>
<td>103</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research information for publishing researchers</td>
<td>43</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Number of participants in course EndNote</td>
<td>44</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Reference Manager</td>
<td></td>
<td></td>
<td>9</td>
</tr>
</tbody>
</table>

Due to the introduction of the comparable EndNote course, the Reference Manager course was no longer supplied in 2007.
Colofon

Productie:
Marketing & Communicatie TU Delft Library,
Media Publicatie Bureau TU Delft

Tekst:
TU Delft Library

Ontwerp en vormgeving:
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