

CLIC Courier Summary

CLIC exists to create a world-class research library experience for our academic communities. The CLIC Courier Service provides students with quick access to over one million unique items. With efficient service that puts 89% of requested items into patrons' hands within one day, the CLIC delivery service essentially brings 12 libraries together into one collection.

"Our admissions department uses the library's CLIC membership as a selling point for prospective students. Every week we have dozens of tour guides come into the library with the prospects and they always mention CLIC and the ability to get books from all the other libraries."

--Librarian, University of St. Thomas

Cost-effective service

The CLIC Courier Service connects patrons to over 1 million unique items. With an annual cost of less than \$10,000 per institution, the CLIC Courier Service is one of the most cost-effective resource sharing programs available to Minnesota libraries--the average cost per use amongst all CLIC schools is just \$2.84 per item borrowed.

Fast delivery

With twice-a-day delivery, the CLIC Courier Service delivers items to patrons when they need them: 89% of items are delivered within one day of being requested, and 41% of items are delivered the *same day* they are requested, making this service faster than Amazon Prime.

"If my library doesn't have it, I can usually get what I need within 24-48 hours through CLIC."

--Student, University of Northwestern

The CLIC Courier also connects once-a-day to Minitex. Based out of the University of Minnesota, Minitex is Minnesota's largest resource sharing service and is responsible for fulfilling most traditional interlibrary loan requests.

Convenient Workflow

The CLIC Courier Service is a mostly unmediated process, saving time for both patrons and library staff. Most items are pulled from the shelves and put in the courier by student workers, a process which fits easily into their workflows and saves staff time. Traditional interlibrary loan relies on mediated staff processing and typically takes 5-10 days. Purchasing new items relies on the acquisitions librarian, cataloging librarian, and materials service student workers and typically takes 25-75 days .

Consortial collection development

The knowledge that resources can be shared quickly and easily informs libraries' collection development policies. Instead of purchasing items that are already owned by multiple CLIC libraries, a library can spend their money on other unique items that benefit all of CLIC.

"Cost savings for the shared system and shared collections allow us to make our few dollars go further."

--Librarian, Bethel University