CHOICE
Start with better options

Enhancing Digital Access to Course and Library Materials

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The new normal?

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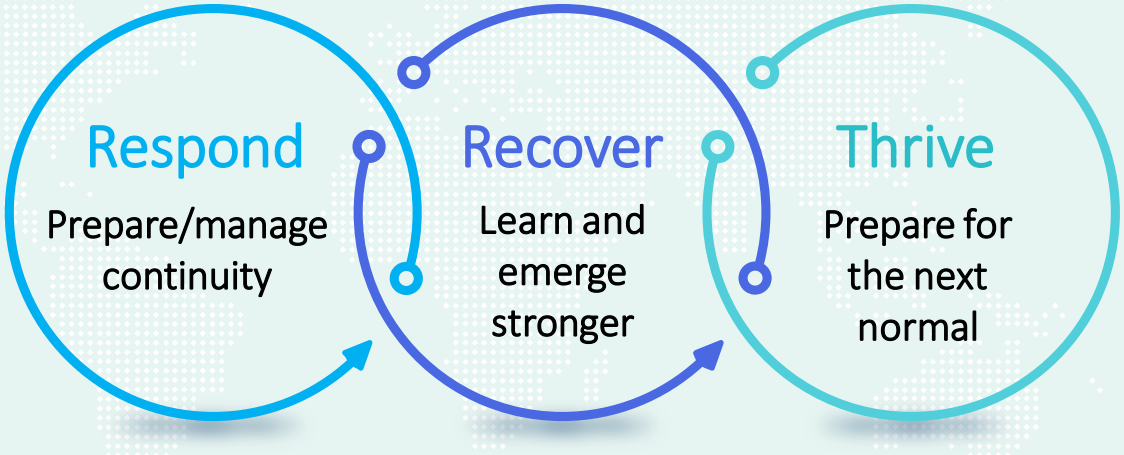
When you reopen, continue to do it all and …

- Virtual learning
- Hybrid classes
- Demand for electronic alternatives to print



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Libraries must be agile to adhere to change

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California State University SAN MARCOS | UNIVERSITY LIBRARY

Ex Libris RapidILL

Natalya Magazino
ILL Borrowing Coordinator
California State University, San Marcos

Mike Richins
Director of Product Management
Ex Libris

Ex Libris Leganto

Kelly Ann Sam
Reserves Coordinator
California State University, San Marcos

Jessie Ransom
Teaching and Learning Product Specialist
Ex Libris

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Document Delivery through RapidILL

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RAPID ILL

Now part of ExLibris
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A solution for fast and cost-effective document delivery, created by resource sharing librarians to answer the unique needs of article and book chapter requests.

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About RapidILL

Designed by library staff at the Colorado State University Libraries following a devastating flood in 1997

The goal was to quickly obtain material from partner libraries who agreed to a fast turnaround time for article requests

Focus on efficiency and automation

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RapidILL's unique features

- Streamlined and efficient lending workflows
  - Optimized for sharing electronic collections
  - For print collections –accurate information on years and volumes in possession of the library
  - Lenders only receive requests for material they own, and can fulfill
- A fully automated borrowing process, integrated with Alma, Clio, ILLiad, RelaisILL and Tipasa
- Dynamic load-leveling and routing between libraries, making sure lenders have a manageable volume of requests

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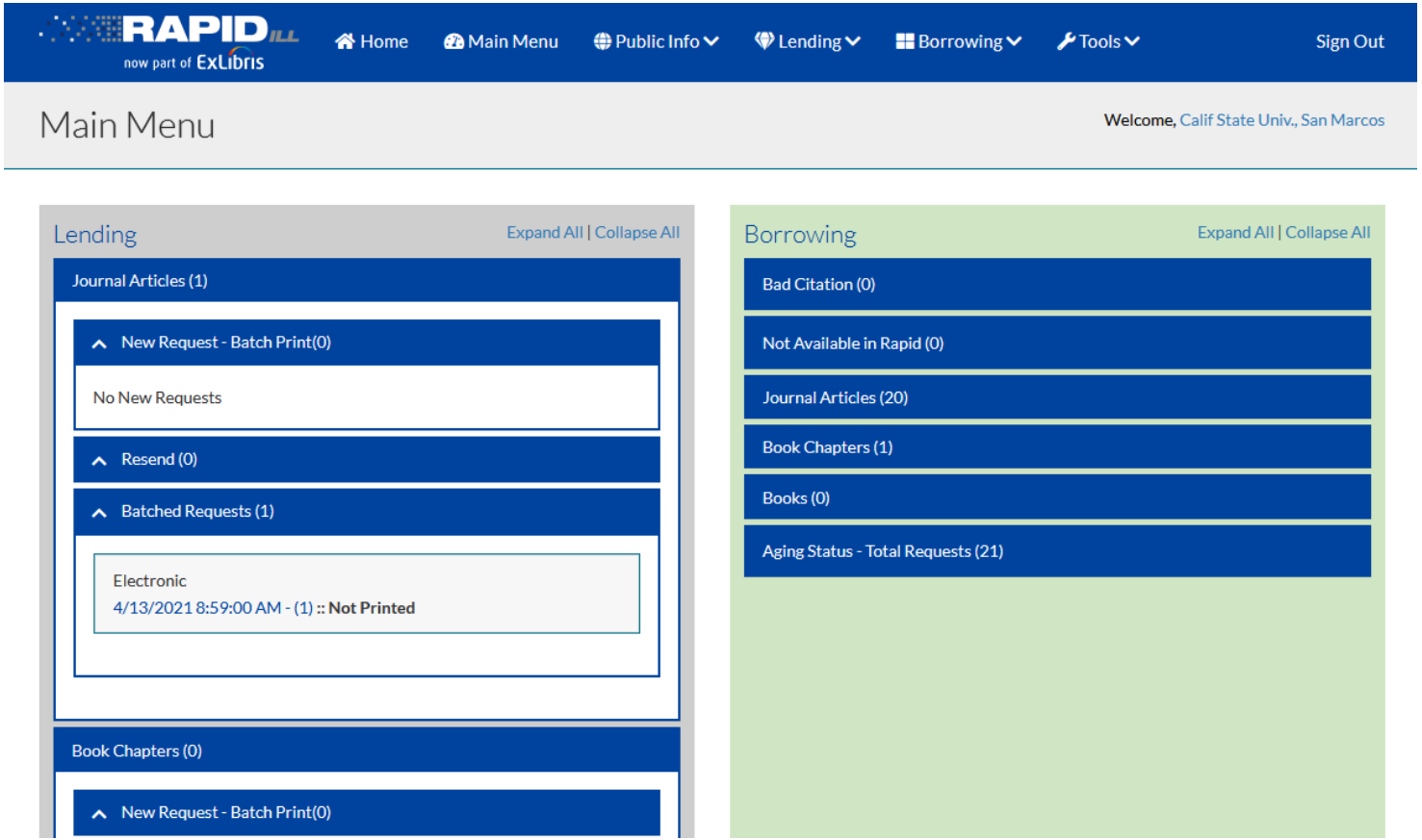
Document Delivery

Natalya Magazino

RapidILL at San Marcos

- RapidILL web interface for filling RapidILL lending requests
  - Student assistants primarily work on these
  - Web interface can be accessed from anywhere. An easy transition to remote work!
- RapidILL borrowing requests are processed in ILLiad
  - Use of RapidILL routing rules in ILLiad for automation
- Have used RapidILL book chapters for many years
- Participated in the RapidILL COVID-19 initiative



RapidILL web interface

RapidILL Lending Workflow

From the main menu, retrieve requests by opening batched requests queue

Locate using links provided by RapidILL

Save file anywhere using the RapidILL number

File is uploaded to RapidX

COVID-19 RapidILL pod

- Student assistants worked remotely filling RapidILL requests
- Filled 570 requests for the RapidILL COVID-19 initiative
- Assisted other libraries in obtaining materials for their users

Rapid Book Chapters

- Why we love RapidILL book chapters
  - Quick turnaround of book chapter requests for our patrons
  - Less work for ILL staff
    - Requests are pushed out automatically to Rapid
- Very helpful at the beginning of the pandemic when we could not obtain physical materials
  - Encouraged users to submit chapter requests when possible
  - Used email routing in ILLiad to communicate to users that we could obtain 2-3 chapters from requested loans

Remote access to course materials with Leganto

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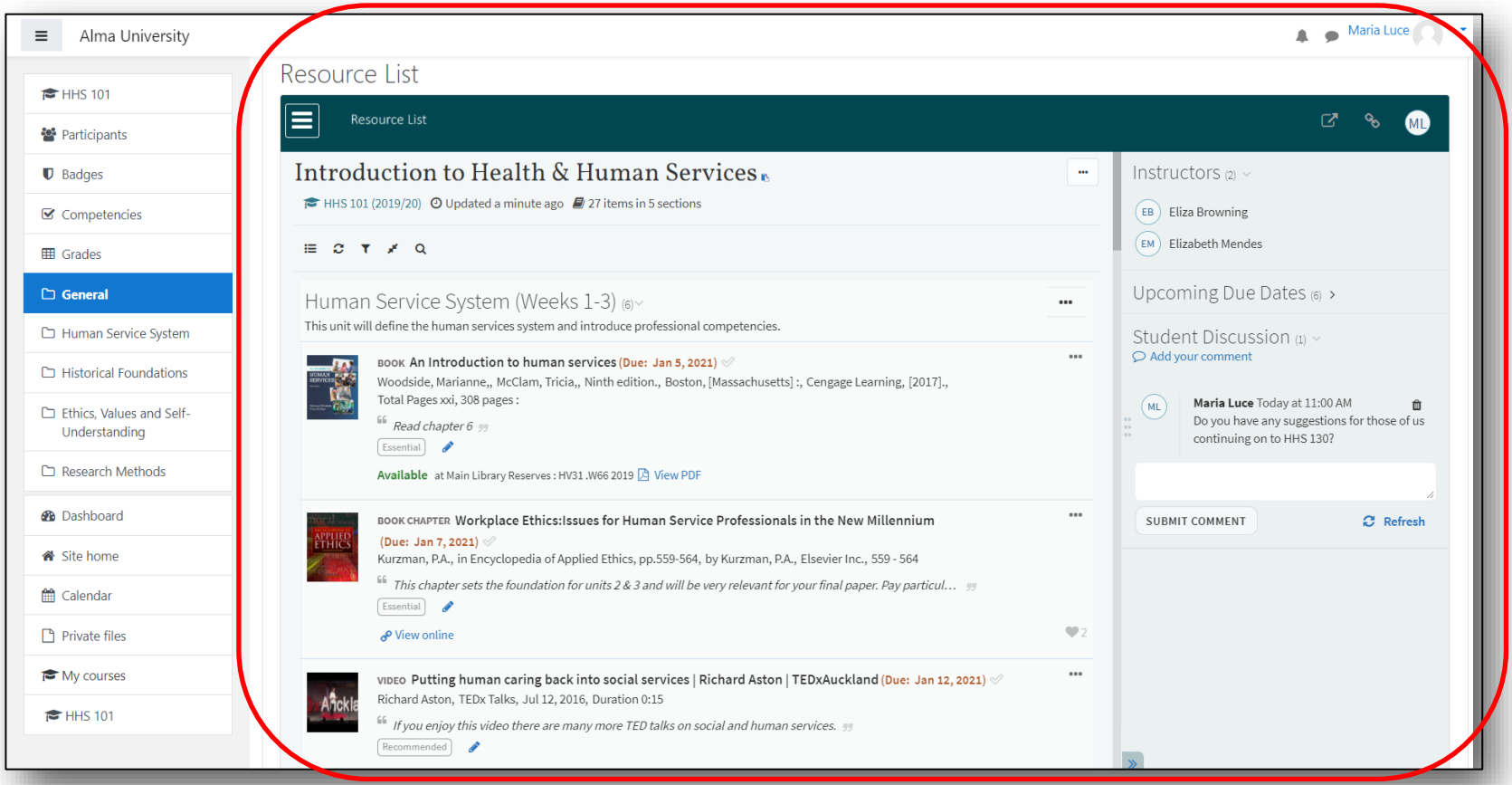
Ex Libris Leganto



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Advancing Learning and Student Engagement

All types of course materials

Online access, on any device

Integrated and automated library workflows

Advanced analytics and reports

Integrated with institutions' LMS

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Remote learning and beyond

Efficiently deliver resources in online, on-campus, and hybrid environments

Students

- Access all course materials in one place and from any device
- Benefit from consistent experience across all courses – online and on-campus
- Avoid frustration of broken links

Faculty

- Share course materials directly through the LMS course page
- Add any course materials to a resource list
- Easily roll over lists from term to term

Library

- Ensure accurate linking to electronic resources
- Easily identify alternatives to physical books
- Leverage automated workflows to help provide access to course resources

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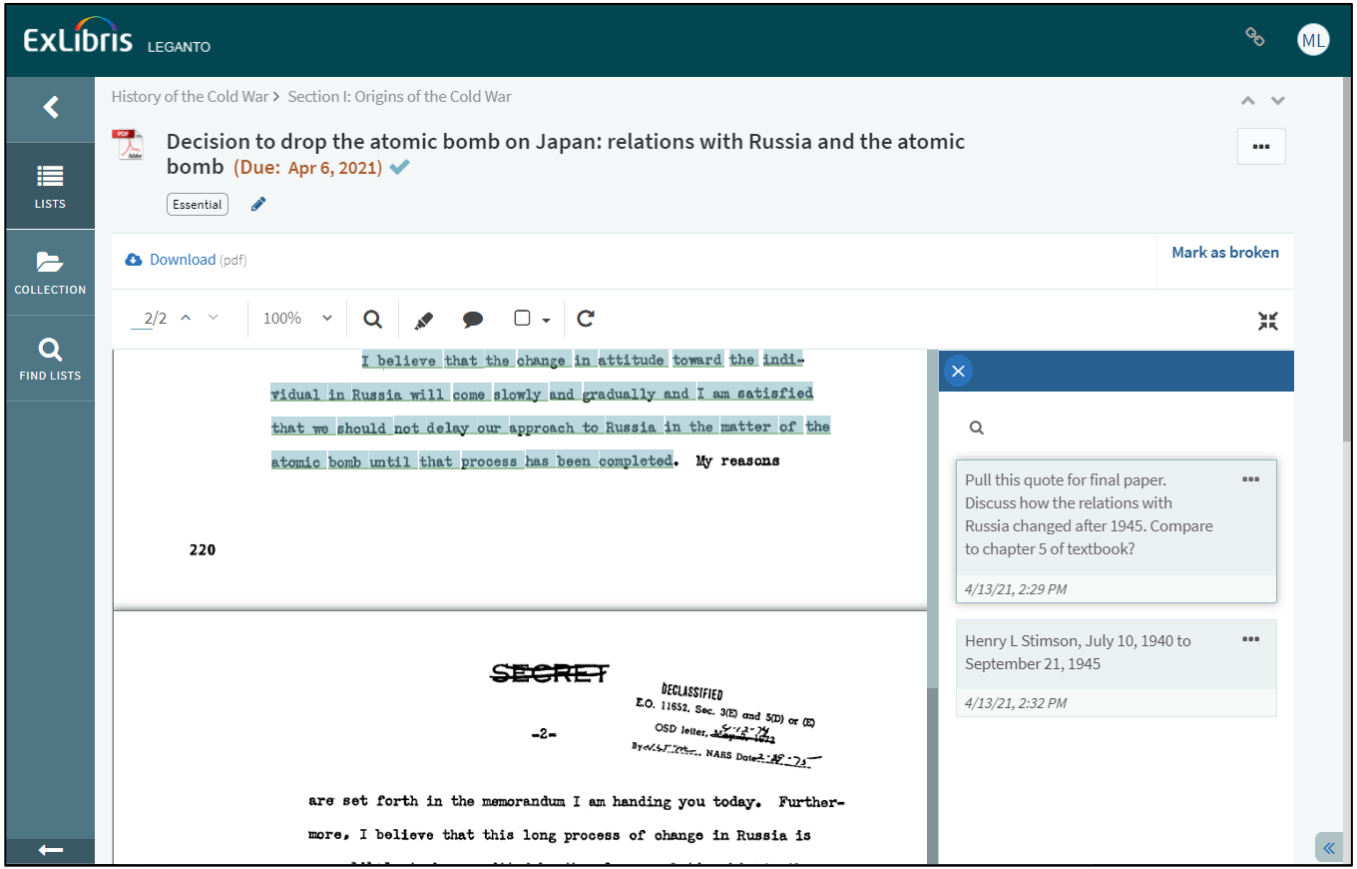
Promote and Measure Active Learning



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Leganto

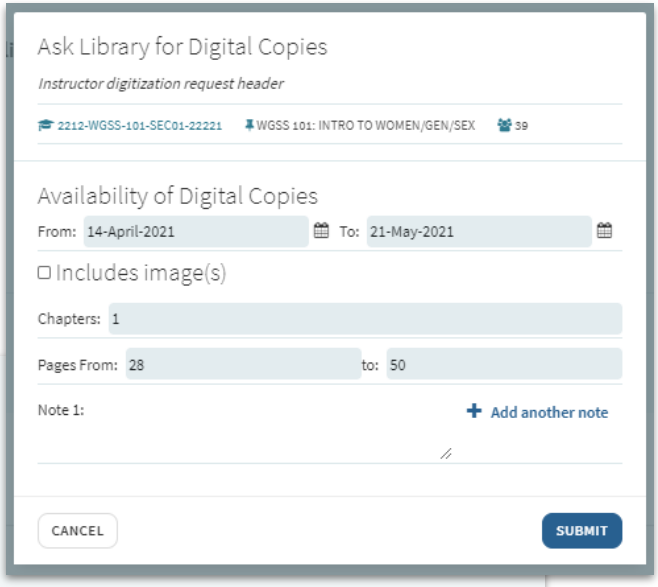
Kelly Ann Sam

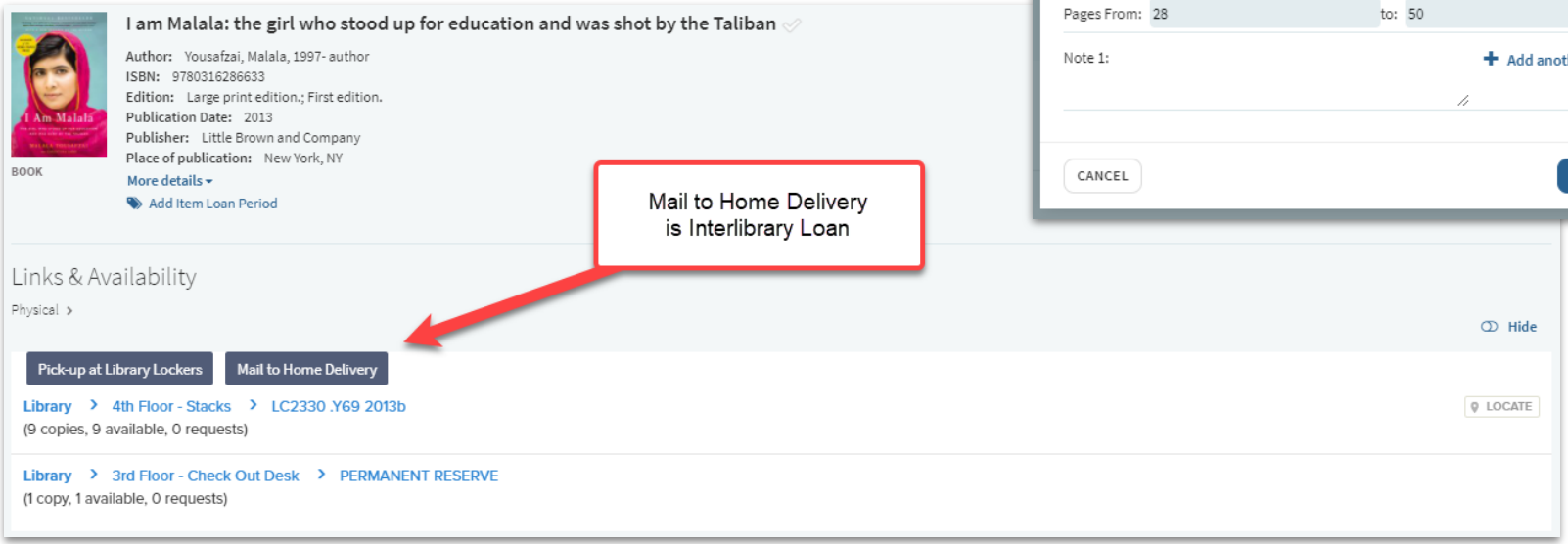
Leganto & Electronic Materials

- Increase purchase of ebooks
- Increase purchase of streamed media
- Increase in linking to outside resources
  - Media links
  - Public libraries

Leganto & Physical Materials

- Digitization Requests in Leganto
- Request physical items in Leganto
- Public Notes





Purchase Request Workflow

Faculty submit requests in Leganto using the Purchase Request tag

Faculty can also email Reserves with requests

Reserves submit purchase request to Acquisitions using JIRA

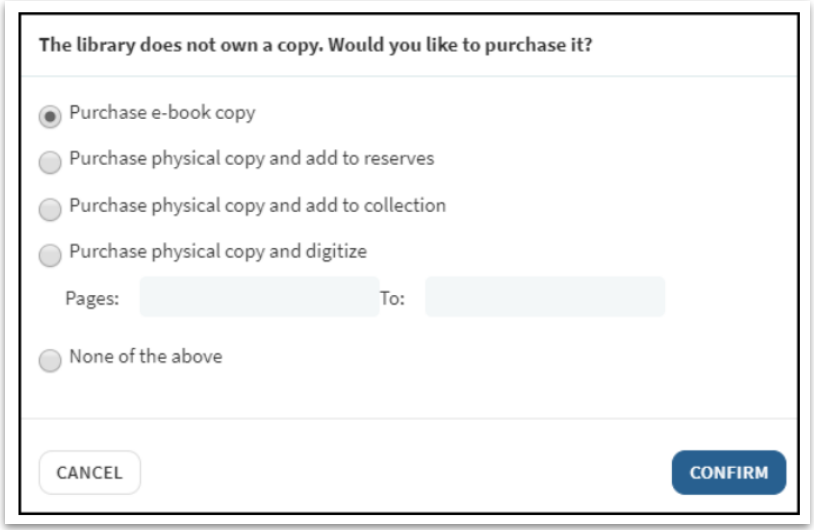
Acquisitions purchases the most permissive option:

- Unlimited user ebook
- Ebook > print book
- Print book

Item is added into Leganto and faculty are notified of availability

Future Leganto & Reserves Plans

- Set up Digitization workflow in Leganto for students
  - Allow chapter requests for students during limited access to print reserves
- Set up Questions in Leganto
  - Automate the Purchase Request tag when indicated in the questions pop-up
- Annotating PDFs
  - Compete with Perusall



How We Work Together

ILL Requests

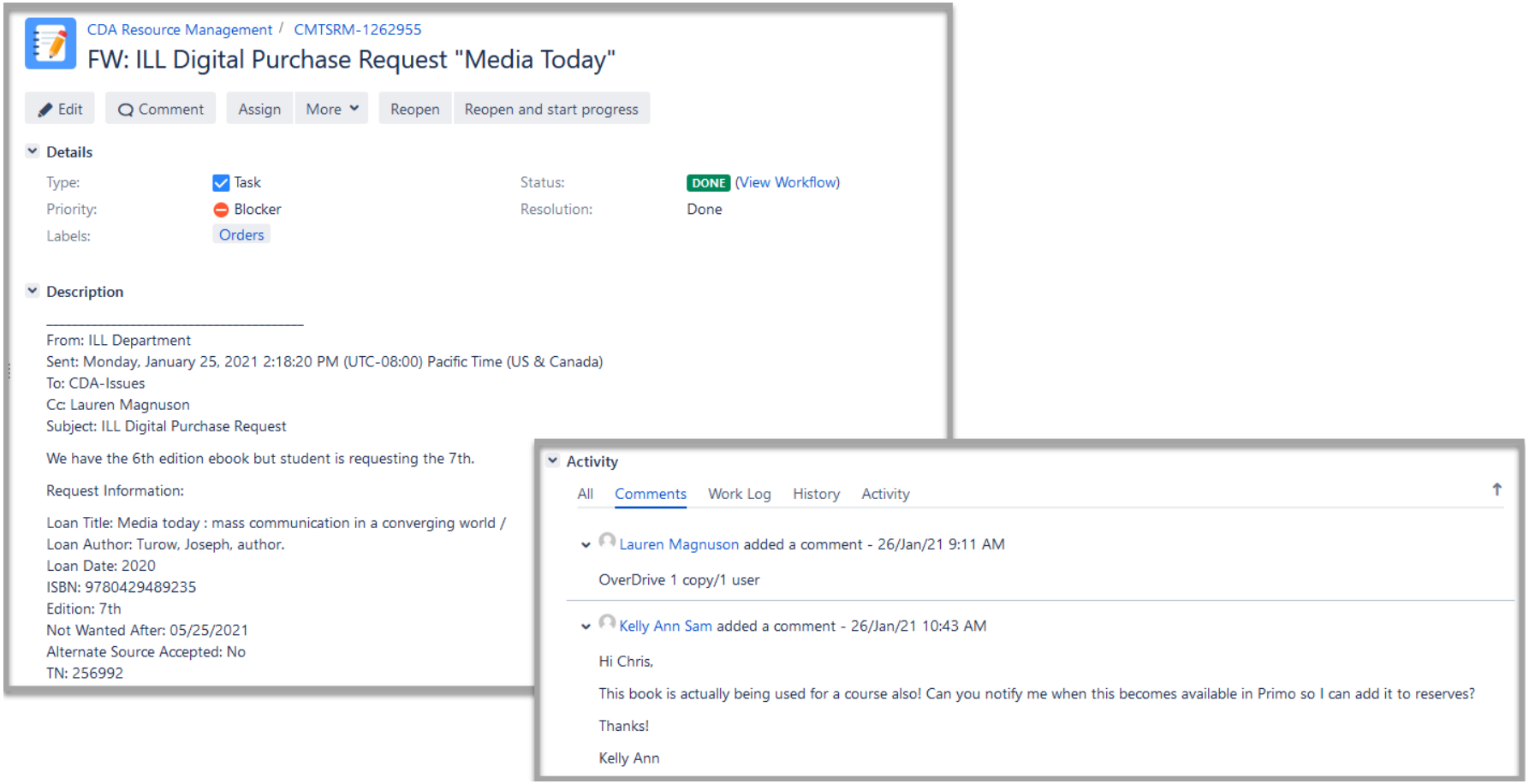
- ILL routes purchase requests to Acquisitions using JIRA
- ILL contacts Reserves about titles with multiple requests

Acquisitions

- Acquisitions notifies Reserves of ebooks being purchased for courses
- Acquisitions notifies users of availability

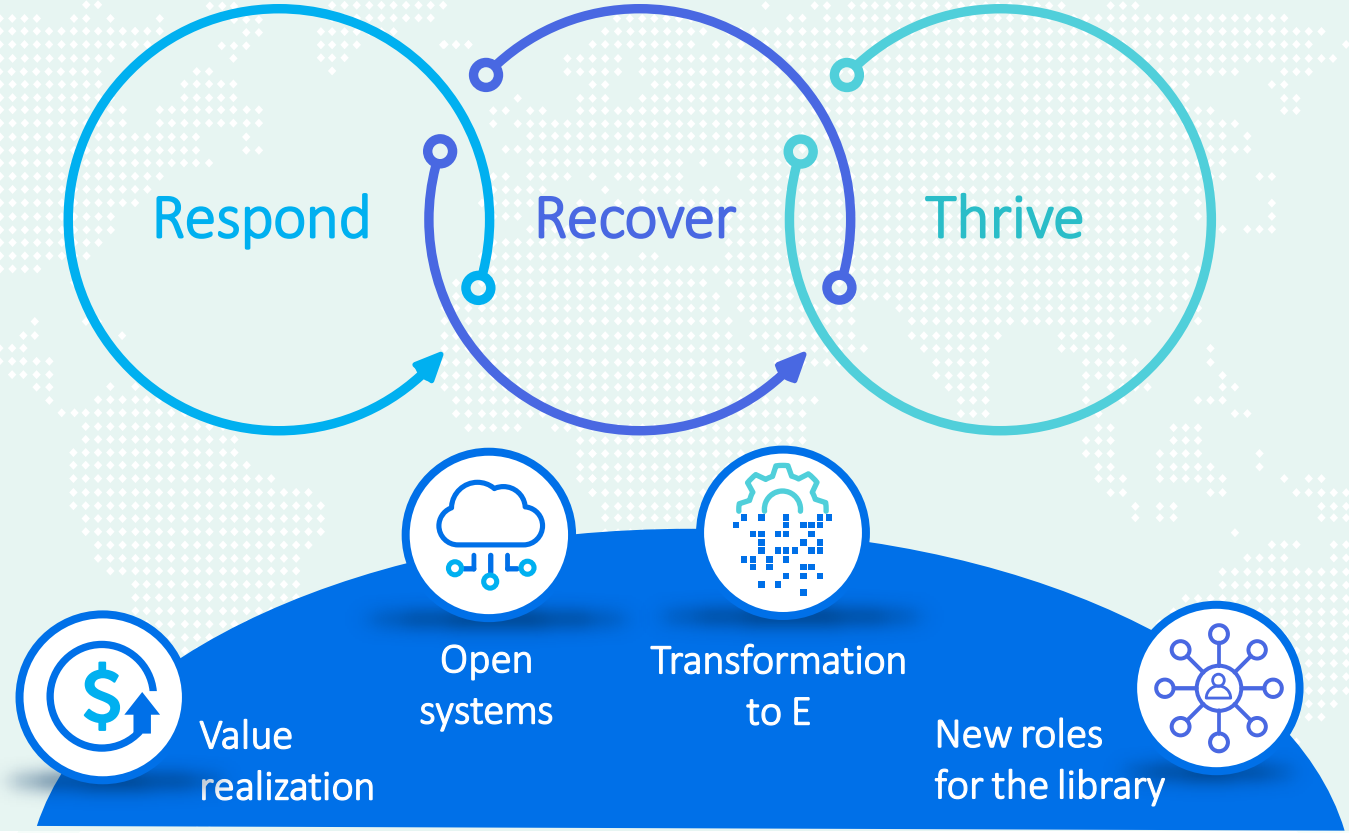
Reserves

- Reserves reaches out to faculty about ebook purchases
- Reserves helps faculty find alternate resources for anthology readings


CDA Resource Management / CMTSRM-1262955
FW: ILL Digital Purchase Request "Media Today"
Edit
Comment
Assign
More
Reopen
Reopen and start progress
Details
Type: Task
Priority: Blocker
Labels: Orders
Status: DONE (View Workflow)
Resolution: Done
Description
From: ILL Department
Sent: Monday, January 25, 2021 2:18:20 PM (UTC-08:00) Pacific Time (US & Canada)
To: CDA-Issues
Cc: Lauren Magnuson
Subject: ILL Digital Purchase Request
We have the 6th edition ebook but student is requesting the 7th.
Request Information:
Loan Title: Media today : mass communication in a converging world /
Loan Author: Turow, Joseph, author.
Loan Date: 2020
ISBN: 9780429489235
Edition: 7th
Not Wanted After: 05/25/2021
Alternate Source Accepted: No
TN: 256992
Activity
All
Comments
Work Log
History
Activity
Lauren Magnuson added a comment - 26/Jan/21 9:11 AM
OverDrive 1 copy/1 user
Kelly Ann Sam added a comment - 26/Jan/21 10:43 AM
Hi Chris,
This book is actually being used for a course also! Can you notify me when this becomes available in Primo so I can add it to reserves?
Thanks!
Kelly Ann

JIRA

We’re All in this Together!



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Thank you!

Natalya Magazino: nserge@csusm.edu
Kelly Ann Sam: ksam@csusm.edu
Jane Burke: Jane.Burke@exlibrisgroup.com
Jessie Ransom: Jessie.Ransom@exlibrisgroup.com
Mike Richins: Mike.Richins@exlibrisgroup.com

To request a personal demo of RapidILL or Leganto, contact Claire.Stewart@proquest.com.

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