



Enhancing Digital Access to Course and Library Materials

Sponsored by:





The new normal?

**When you reopen,
continue to do it all and ...**



Stay safe



Adjust to a
“new normal”



Prepare for the
“next normal”

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

Respond

Prepare/manage
continuity

Recover

Learn and
emerge
stronger

Thrive

Prepare for
the next
normal

Libraries must be agile to adhere to change



California State University
SAN MARCOS

UNIVERSITY
LIBRARY



Natalya Magazino
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Document Delivery through RapidILL



Now part of **ExLibris**
A ProQuest Company



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.

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



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



Document Delivery



California State University
SAN MARCOS

UNIVERSITY LIBRARY

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



Main Menu

Welcome, Calif State Univ., San Marcos

Lending

[Expand All](#) | [Collapse All](#)

Journal Articles (1)

^ New Request - Batch Print(0)

No New Requests

^ Resend (0)

^ Batched Requests (1)

Electronic

4/13/2021 8:59:00 AM - (1) :: Not Printed

Book Chapters (0)

^ New Request - Batch Print(0)

Borrowing

[Expand All](#) | [Collapse All](#)

Bad Citation (0)

Not Available in Rapid (0)

Journal Articles (20)

Book Chapters (1)

Books (0)

Aging Status - Total Requests (21)

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

Ex Libris Leganto

The screenshot displays the Ex Libris Leganto interface for a course titled "Introduction to Health & Human Services". The interface is divided into three main sections: a left sidebar, a central content area, and a right sidebar.

Left Sidebar: Contains navigation links for "HHS 101", "Participants", "Badges", "Competencies", "Grades", "General" (highlighted in blue), "Human Service System", "Historical Foundations", "Ethics, Values and Self-Understanding", "Research Methods", "Dashboard", "Site home", "Calendar", "Private files", "My courses", and "HHS 101".

Central Content Area: The main section is titled "Resource List". It features a course header "Introduction to Health & Human Services" with a sub-header "HHS 101 (2019/20)" and a note "Updated a minute ago". Below this, there is a section for "Human Service System (Weeks 1-3)" with a description: "This unit will define the human services system and introduce professional competencies." The resource list includes three items:

- BOOK:** "An Introduction to human services (Due: Jan 5, 2021)". Description: "Woodside, Marianne., McClam, Tricia., Ninth edition., Boston, [Massachusetts] :, Cengage Learning, [2017]., Total Pages xxi, 308 pages :". It has a "Read chapter 6" button and is marked as "Available" at Main Library Reserves.
- BOOK CHAPTER:** "Workplace Ethics: Issues for Human Service Professionals in the New Millennium (Due: Jan 7, 2021)". Description: "Kurzman, P.A., in Encyclopedia of Applied Ethics, pp.559-564, by Kurzman, P.A., Elsevier Inc., 559 - 564". It has a "View online" link.
- VIDEO:** "Putting human caring back into social services | Richard Aston | TEDxAuckland (Due: Jan 12, 2021)". Description: "Richard Aston, TEDx Talks, Jul 12, 2016, Duration 0:15". It has a "Recommended" button.

Right Sidebar: Contains sections for "Instructors (2)" (Eliza Browning, Elizabeth Mendes), "Upcoming Due Dates (6)", "Student Discussion (1)" (with a "Add your comment" link), and a comment from "Maria Luce" dated "Today at 11:00 AM" asking for suggestions for continuing on to HHS 1307. There is a "SUBMIT COMMENT" button and a "Refresh" button.

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

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

Promote and Measure Active Learning

The screenshot displays the ExLibris LEGANTO interface. The top navigation bar includes the ExLibris logo and the text 'LEGANTO'. The main content area shows a document titled 'Decision to drop the atomic bomb on Japan: relations with Russia and the atomic bomb' (Due: Apr 6, 2021) with a 'Download (pdf)' button and a 'Mark as broken' link. The document text is displayed in a viewer with a search bar and a sidebar. The sidebar contains a search bar and two search results. The first result is a quote: 'I believe that the change in attitude toward the individual in Russia will come slowly and gradually and I am satisfied that we should not delay our approach to Russia in the matter of the atomic bomb until that process has been completed. My reasons'. The second result is a quote: 'Pull this quote for final paper. Discuss how the relations with Russia changed after 1945. Compare to chapter 5 of textbook?'. The document text also includes a 'SECRET' stamp and a 'DECLASSIFIED' stamp.

History of the Cold War > Section I: Origins of the Cold War

Decision to drop the atomic bomb on Japan: relations with Russia and the atomic bomb (Due: Apr 6, 2021) ✓

Essential

Download (pdf) Mark as broken

2/2 100% Q

I believe that the change in attitude toward the individual in Russia will come slowly and gradually and I am satisfied that we should not delay our approach to Russia in the matter of the atomic bomb until that process has been completed. My reasons

220

SECRET

DECLASSIFIED
E.O. 11652, Sec. 3(E) and 5(D) or (G)
OSD letter, 5/13/74
By 647/200... NARS Date 3-28-75

-2-

are set forth in the memorandum I am handing you today. Furthermore, I believe that this long process of change in Russia is

Search results:

- Pull this quote for final paper. Discuss how the relations with Russia changed after 1945. Compare to chapter 5 of textbook? 4/13/21, 2:29 PM
- Henry L Stimson, July 10, 1940 to September 21, 1945 4/13/21, 2:32 PM

Leganto



California State University
SAN MARCOS

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Kelly Ann Sam

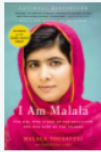
Leganto & Electronic Materials

- 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



I am Malala: the girl who stood up for education and was shot by the Taliban ✓

Author: Yousafzai, Malala, 1997- author
ISBN: 9780316286633
Edition: Large print edition.; First edition.
Publication Date: 2013
Publisher: Little Brown and Company
Place of publication: New York, NY
[More details ▾](#)
[Add Item Loan Period](#)

Links & Availability

Physical >

[Pick-up at Library Lockers](#) [Mail to Home Delivery](#)

[Library](#) > [4th Floor - Stacks](#) > [LC2330 .Y69 2013b](#)
(9 copies, 9 available, 0 requests)

[Library](#) > [3rd Floor - Check Out Desk](#) > [PERMANENT RESERVE](#)
(1 copy, 1 available, 0 requests)

Mail to Home Delivery
is Interlibrary Loan

Ask Library for Digital Copies

Instructor digitization request header

2212-WGSS-101-SEC01-22221 WGSS 101: INTRO TO WOMEN/GEN/SEX 39

Availability of Digital Copies

From: 14-April-2021 To: 21-May-2021

☐ Includes image(s)

Chapters: 1

Pages From: 28 to: 50

Note 1: [+ Add another note](#)

Purchase Request Workflow

Faculty Submission

Faculty submit requests in Leganto using the Purchase Request tag

Faculty can also email Reserves with requests

Acquisitions

Reserves submit purchase request to Acquisitions using JIRA

Purchase

Acquisitions purchases the most permissive option:

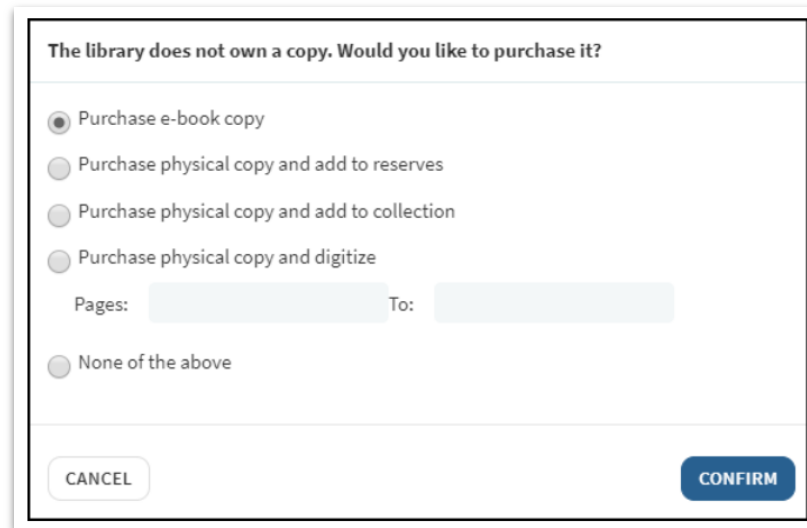
- Unlimited user ebook
- Ebook > print book
- Print book

Leganto

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



The library does not own a copy. Would you like to purchase it?

☒ Purchase e-book copy

☐ Purchase physical copy and add to reserves

☐ Purchase physical copy and add to collection

☐ Purchase physical copy and digitize

Pages: To:

☐ None of the above

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

Status:

DONE (View Workflow)

Priority:

☒ Blocker

Resolution:

Done

Labels:

Orders

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,

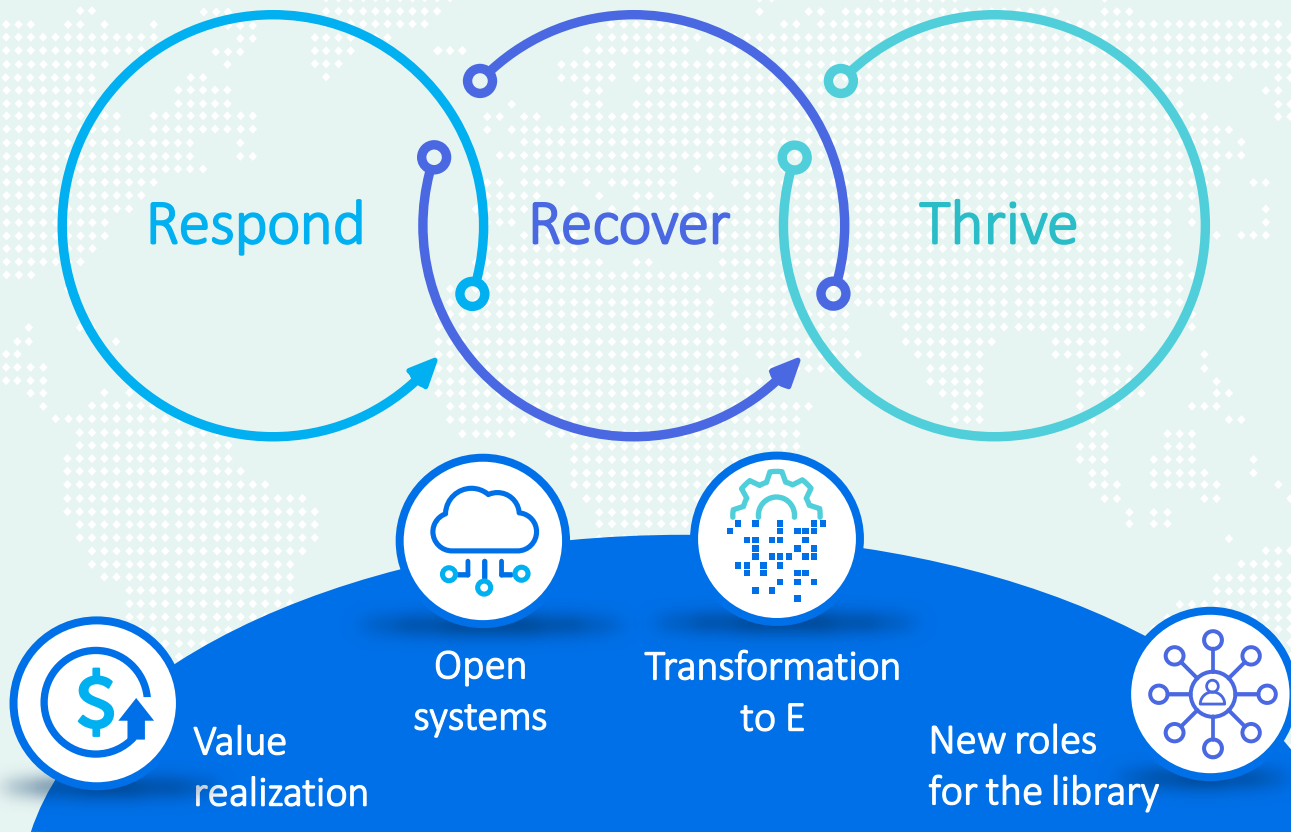
This book is actually being used for a course also! Can you notify me when this becomes available in Primo so I can add it to reserves?

Thanks!

Kelly Ann

JIRA

We're All in this Together!



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.

