Enhancing Digital Access to Course and Library Materials
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

Stay safe

Adjust to a “new normal”

Prepare for the “next normal”

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Libraries must be agile to adhere to change

Growing User Expectations

Budget Cuts

Physical

Online, Limited

Anything, Anywhere

In Context
Document Delivery through RapidILL
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

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

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

Locate
Locate using links provided by RapidILL

Save
Save file anywhere using the RapidILL number

Upload
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
# Introduction to Health & Human Services

Human Service System (Weeks 1-3)

This unit will define the human services system and introduce professional competencies.

## Resource List

<table>
<thead>
<tr>
<th>Title</th>
<th>Publisher</th>
<th>Access Details</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Introduction to human services</td>
<td>Woodside, Marianne, McClan, Tricia, Ninth edition, Boston, Massachusetts</td>
<td>Cengage Learning, 2017, Total Pages xii, 308 pages</td>
<td>Jan 5, 2021</td>
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<tr>
<td>Putting human caring back into social services</td>
<td>Richard Aston</td>
<td>TEDx Talks, Jul 12, 2018, Duration 0:15</td>
<td>Recommended</td>
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</tbody>
</table>
Advancing Learning and Student Engagement

- All types of course materials
- Advanced analytics and reports
- Online access, on any device
- Integrated with institutions’ LMS
- Integrated and automated library workflows
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

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)

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

SECRET

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

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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 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
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
FW: ILL Digital Purchase Request "Media Today"

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

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
We’re All in this Together!

Respond  
Recover  
Thrive

Value realization  
Open systems  
Transformation to E  
New roles for the library
Thank you!

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