



## Enhancing Digital Access to Course and Library Materials

Sponsored by:



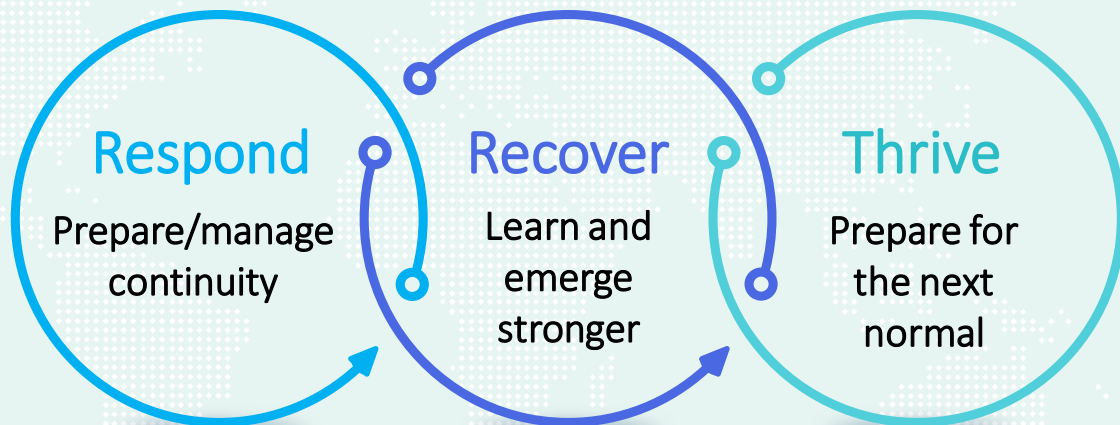


# The new normal?

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



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



# Libraries must be agile to adhere to change



California State University  
SAN MARCOS

UNIVERSITY  
LIBRARY



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## Document Delivery through RapidILL

# RAPID<sub>ILL</sub>

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



Now part of **ExLibris**  
A ProQuest Company

## 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

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



# Ex Libris Leganto

The screenshot displays the Leganto interface for Alma University. On the left is a navigation sidebar with options like 'HHS 101', 'Participants', 'Badges', 'Competencies', 'Grades', 'General' (highlighted), 'Human Service System', 'Historical Foundations', 'Ethics, Values and Self-Understanding', 'Research Methods', 'Dashboard', 'Site home', 'Calendar', 'Private files', 'My courses', and 'HHS 101'. The main content area is titled 'Resource List' and features a dark header with a menu icon, 'Resource List', and user profile 'ML'. Below the header, the course title 'Introduction to Health & Human Services' is shown with a dropdown arrow. Metadata includes 'HHS 101 (2019/20)', 'Updated a minute ago', and '27 items in 5 sections'. A toolbar with icons for list view, refresh, filter, edit, and search is present. The course content is organized into sections, with 'Human Service System (Weeks 1-3)' expanded to show a description: 'This unit will define the human services system and introduce professional competencies.' Three resources are listed: 1) A book 'An Introduction to human services' (Due: Jan 5, 2021) by Woodside, Marianne., McClam, Tricia., Ninth edition., Boston, [Massachusetts] :, Cengage Learning, [2017],. Total Pages xxi, 308 pages :. It includes a 'Read chapter 6' button, an 'Essential' tag, and is marked 'Available at Main Library Reserves : HV31 .W66 2019' with a 'View PDF' link. 2) A book chapter 'Workplace Ethics:Issues for Human Service Professionals in the New Millennium' (Due: Jan 7, 2021) by Kurzman, P.A., in Encyclopedia of Applied Ethics, pp.559-564, by Kurzman, P.A., Elsevier Inc., 559 - 564. It includes a quote: 'This chapter sets the foundation for units 2 & 3 and will be very relevant for your final paper. Pay particul...'. It has an 'Essential' tag, a 'View online' link, and a heart icon with '2'. 3) A video 'Putting human caring back into social services | Richard Aston | TEDxAuckland' (Due: Jan 12, 2021) by Richard Aston, TEDx Talks, Jul 12, 2016, Duration 0:15. It includes a quote: 'If you enjoy this video there are many more TED talks on social and human services.' and a 'Recommended' tag. On the right sidebar, there are sections for 'Instructors (2)' listing Eliza Browning (EB) and Elizabeth Mendes (EM), 'Upcoming Due Dates (6)', and 'Student Discussion (1)' with a 'Add your comment' link. A discussion post by Maria Luce (ML) is visible, dated 'Today at 11:00 AM', with the text 'Do you have any suggestions for those of us continuing on to HHS 130?'. Below the post is a text input field, a 'SUBMIT COMMENT' button, and a 'Refresh' button.

# Advancing Learning and Student Engagement



All types of  
course materials



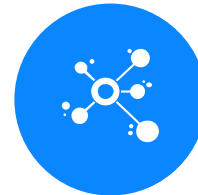
Online access, on  
any device



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

ExLibris LEGANTO

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%

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 (2)  
OSD letter, 5/13/74  
By 647/200... NARS Date: 3-23-74

-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

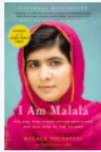
UNIVERSITY LIBRARY

Kelly Ann Sam



# 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](#)

BOOK

Links & Availability

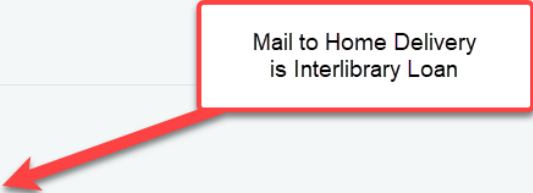
Physical >

[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*

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📖 2212-WGSS-101-SEC01-22221 📖 WGSS 101: INTRO TO WOMEN/GEN/SEX 🧑 59

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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](#)

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[CANCEL](#) [SUBMIT](#)

# 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

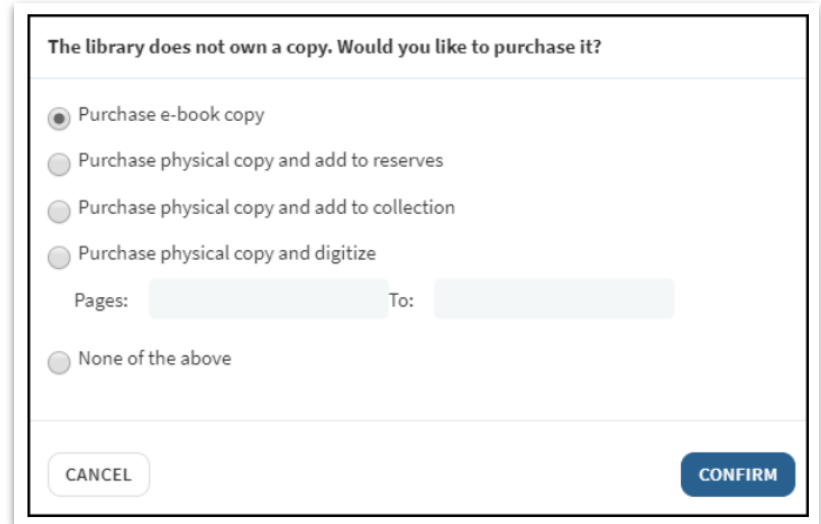
## Leganto

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



## 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

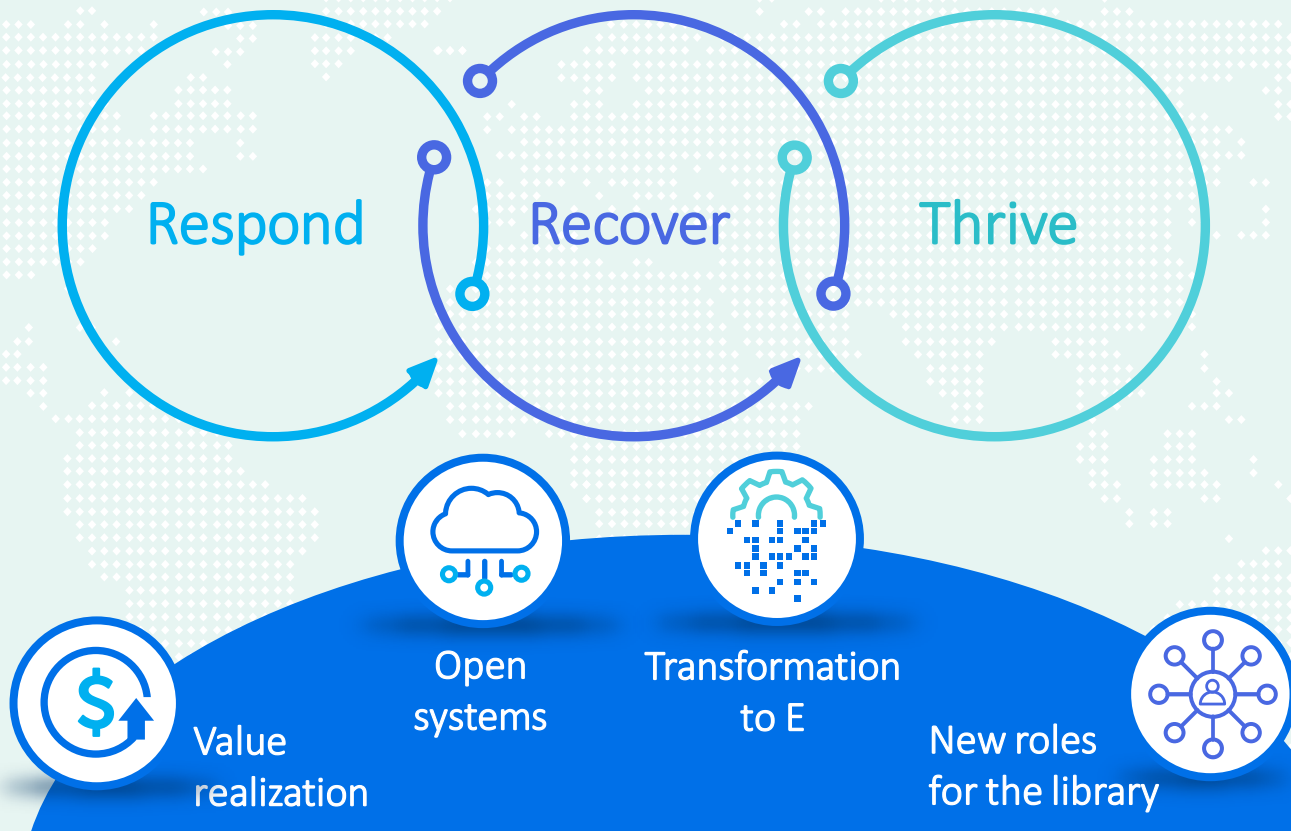
Hi Chris,

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

# We're All in this Together!



# Thank you!

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To request a personal demo of RapidILL or Leganto,  
contact [Claire.Stewart@proquest.com](mailto:Claire.Stewart@proquest.com).

