Midwinter Virtual Conference 2021

Questions and links from Session 6: Coming Together in Crisis: How ILL and Acquisitions Formed a New Partnership to Meet User Needs, by Jane Excell and Phoebe Walker (New York University)

Q1. When you were moving acquisitions staff to assisting in ILL, how did you address concerns about working out of classification and/or position description?

This luckily wasn't much of a problem, as they were doing the same type of searching and ordering work that they'd done previously- just for ebooks rather than print

Q2. Have you done anything to encourage professors to purchase ebook copies of their textbook for easy student access?

This is more in the realm of our Course Reserves colleagues, but I know they have done a lot of messaging, as well as developing an 'always available online' tool for Primo so that instructor's can choose resources that are already available electronically if they wish. We also try to put what messaging we can in our ILL and Delivery Services notifications to steer users to the Course Reserves stream if their request is course related.

Q3. In the slide, "Searching hierarchy" if a book/chapter/article could not be found in any of the electronic/digital sources and required a physical item, were you able to fulfill the request during COVID?

We would send out book chapter requests if we could determine an owning library was lending from print, but often this was not the case, or the user was requested too large of a portion. We were not able to fill these in print during the spring and summer, but are now able to fill print requests in a limited capacity

Q4. Have you ever considered subscribing to Occam's reader or any other similar application that will enable you to borrow e-books from other libraries?

Yes and no - I have been interested in Occam's reader but haven't' looked into implementation for a few reasons. The first is simply finding time to do so, but I've also been cognizant of our user base's strong preference for print (we would often

borrow print for what we already owned electronically and even had a check box on our ILL form for print preference).

Q5. Do you purchase textbooks?

Yes, if they are available and not exorbitantly expensive (two big ifs)

Q6. When you say "imported" back into ILLiad, do you meant the staff manually entered data into the requests?

Yes and no- staff manually entered the results of their search into a spreadsheet, along with the link to the book, if we were able to find an online copy. The spreadsheet data, however, was then automatically imported back into ILLiad

Q7. Do you have specific criteria for when to buy based on a ILL request? If yes can you share them?

Our main criteria at this time is a price cap, but we are hoping to develop more as we look towards print purchase on demand also. I'm also interested in what other's criteria are if they are purchasing.

Q8. Curious why Internet Archive was at the bottom of your hierarchy of 'free' options.

Controversy over their practices being unfair to authors and publishers led us to consider this as a last resort, and therefore feel ok using these under 'fair use' only if we'd exhausted all other options first.

Q9. Do you find it a labor-intensive part of your workflow to email/remind faculty about renewals?

I'm not sure if this is referencing loan renewals or course renewals for Course Reserves, but we use automated messaging from our ILS for individual renewals and template messaging in ILLiad and/or Ares.

Important link:

https://docs.google.com/presentation/d/1g-bUlNZC5BoWmNhvjnA3sVdO5hoTC043ldTzPONVzWQ/edit?usp=sharing