



# **Coming Together in Crisis: How ILL and Acquisitions Formed a New Partnership to Meet User Needs**

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# ILL: pre-pandemic



- ❖ Purchase on demand had been discussed but never implemented, and always thought of in a print context
- ❖ NYU's many consortial memberships and service subscriptions for ILL made the buy/borrow debate non-urgent
- ❖ A 2019 reorg put ILL in the same department as Collection Development for the first time, but the two were previously siloed
- ❖ All ILL processing work was done onsite

# ILL: shift to telework



- ❖ With hundreds of requests awaiting or in processing at the time of shutdown, ILL staff had little experience in sourcing full texts electronically
- ❖ All custom holdings paths and processing decision trees for full book fulfillment that staff had followed for years were rendered useless by the closure of other libraries across the US and globally
- ❖ Requests for articles and scanned chapters were still somewhat possible and processing focus was shifted to these

# Acquisitions: pre-pandemic



- ❖ Single-title ebook purchasing was limited to librarian selections in EbookCentral
- ❖ All orders were handled by a single acquisitions staff member
- ❖ Acquisitions department was not located in the library, further siloing our operations
- ❖ All acquisitions work was done onsite

# Acquisitions: shift to telework



- ❖ The need for additional ebook sources and more staff trained in working with e-resources quickly became apparent
- ❖ Leveraging the expertise of staff trained in searching for print requests made it easier to quickly pivot to an all-electronic fulfillment system
- ❖ Ebook sources were expanded to include open-access and temporarily-open platforms including expanded HathiTrust access, the Internet Archive, and textbook rental platforms waiving rental fees

# Forming a new collaboration



## Challenges

- ❖ Lack of any substantial previous interaction between departments
- ❖ Relative ignorance of each other's workflows and tools, especially ILLiad and GOBI
- ❖ Complexity of new workflow would require extensive coordination, set-up, and training on both sides, as well as technical assistance from an outside department

## Opportunities

- ❖ Strengthening of long-desired interdepartmental ties
- ❖ Increased staff understanding, in both departments, of new tools and workflows
- ❖ Opportunity for staff previously only involved in print workflows to contribute in a valuable way from home
- ❖ Ability to fill more user requests!

# Timeline



- ❖ **March 13-16th**: shift to telework
- ❖ **March 19th**: Meeting with Data Analysis & Integration (DAI) to discuss how Acquisitions staff could search ILL requests outside of ILLiad
- ❖ **March 27th**: Google sheet integration created
- ❖ **March 31st**: Acquisitions staff trained in new workflow
- ❖ **April 3rd**: ILL staff trained for contacting users with results

# Creating a workflow



- ❖ The Libraries' Data Analysis & Integration department used Google's API to create integration between ILLiad and Google Sheets
- ❖ Potential ebook sources were arranged into a hierarchy for Acquisitions searching staff, beginning with freely accessible platforms and then moving to possible purchase options
- ❖ Once a source was identified and imported back to a special ILLiad queue, ILL staff could send the link and any instructions to the patron using ILLiad's notification features.
- ❖ Unavailable requests were also imported back to ILLiad to a different queue, and ILL staff would send a specialized cancellation notice

Unique_ID	KARMS.Status	KARMS.URL	KARMS.notes	LoanAuthor	Loan Title	Loan Publisher	Loan Place	Loan Date
2	KARMSonline	<a href="https://archive.org/details/in">https://archive.org/details/in</a>	2001 edition	Leary, Mark R	Introduction to behavioral research methods			2008
3	KARMSunavailable		not available	William Sahlman	The entrepreneurial venture : readings			1999
4	KARMSunavailable		not available	Berti, Luciano.	The Uffizi : all paintings exhibited in 657 illustrations /			1979
5	KARMSunavailable		not available	Chödrön, Pema	When things fall apart : heart advice for difficult	Shambhala Ran	Boston	2016
6	KARMSonline	<a href="http://proxy.library.nyu.edu/login?url=https://ebookcer">http://proxy.library.nyu.edu/login?url=https://ebookcer</a>		Synnott, Mark.	Baffin Island /			2015
7	KARMSunavailable		not available	John Ayers; Nurdan Erbaha	Chinese ceramics in the Topkapi Saray Muse	Topkapi Saray M	London : New Yo	1986
8	KARMSunavailable		not available	Juan Manuel Planas; Física	La ciencia y el arte : los factores del éxito	Imprenta Universidad de la Habar		1957
9	KARMSunavailable		not available	Rosenberg, Hilary, 1958-	The vulture investors : the winners and losers of the great American bankruptcy			1992
10	KARMSunavailable		not available	Al-Biruni (trans. Jamil Ali)	Tahdid Nihayat al-Amakin	American Univer	Beirut	1967
11	KARMSunavailable		not available	Hoggart, Richard, 1918-	33 Newport Street : autobiographie d'un intell	Gallimard : Le S	Paris	1991
12	KARMSonline		purchase ebsco	Zweig, Stefan, 1881-1942.	Journey into the past /	Pushkin Press		2009
13	KARMSonline	<a href="http://proxy.library.nyu.edu/">http://proxy.library.nyu.edu/</a>	purchased ebc - now car	Dubin, Michael J	Party affiliations in the state legislatures : a y	McFarland	Jefferson, N.C.	2007
14	KARMSonline	<a href="https://archive.org/details/breathturn00cela">https://archive.org/details/breathturn00cela</a>		Celan, Paul	Breathturn	Sun	Los Angeles	1995
15	KARMSunavailable		not available	José Manuel Amaiz	Las pinturas negras de Goya		Madrid	1996
16	KARMSunavailable		not available	Emil Ludwig	Mussolinis Gespräche mit Emil Ludwig	Paul Zsolnay	Berlin	1932
17	KARMSunavailable		not available	Lynne Lawner	I modi : the sixteen pleasures : an erotic albu	Northwestern Ur	Evanston, Ill.	1988
18	KARMSonline	<a href="https://bookshelf.vitalsource.com/#/search?q=978039">https://bookshelf.vitalsource.com/#/search?q=978039</a>		Thaler, Richard H., 1945-	Misbehaving : the making of behavioral economics /			2015
19	KARMSunavailable		not available	Muller, Priscilla E., 1930-	Goya's "black" paintings : truth and reason in	Hispanic Society	New York	1984
20	KARMSunavailable		not available	Corbin M. Campbell	Reframing rigor : new understandings for equity and student success			2018
21	KARMSonline		purchase ebsco	Alexander Knysch	Ibn 'Arabi in the Later Islamic Tradition: The Making of a Polemical Image in Me			1998
22	KARMSunavailable		not available	Dunaway, Wilma A	Slavery in the American Mountain South	Cambridge Univ	Cambridge, UK	2003
23	KARMSonline	<a href="http://proxy.library.nyu.edu/">http://proxy.library.nyu.edu/</a>	purchased ebc	Bogár, Nikolett, author.	The fashion industry and eating disorders : the dangers of the catwalk /			2019
24	KARMSunavailable		not available	Miller, Susan A	Coacoochee's bones : a Seminole saga	University Press	Lawrence	2003
25	KARMSonline	<a href="https://archive.org/details/uffizibert00bert">https://archive.org/details/uffizibert00bert</a>			The Uffizi /			1993

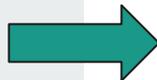
Image description: spreadsheet with columns showing the statuses of various ILL requests

# Searching hierarchy

## “Free” sources

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- ❖ Catalog search
- ❖ HathiTrust
  - Hathi access greatly expanded due to ETAS
- ❖ VitalSource (rental platform)
- ❖ RedShelf (rental platform)
- ❖ Internet Archive (last resort)

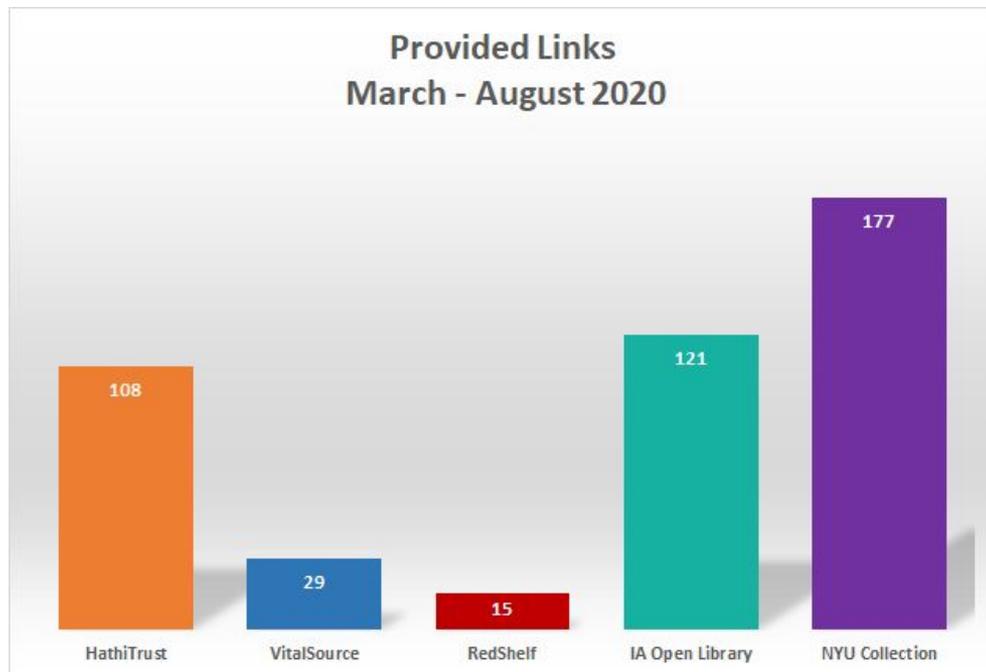


## Purchase sources

- Ebsco
- EbookCentral

# Process Results

- ❖ Searched 1,450 total requests between March and August
- ❖ Around 500 items were successfully sourced



# Current Process



- ❖ ILL now conducts e-first searching and works directly in GOBI for new purchases, using the ILLiad GOBI add-on
- ❖ We have begun collecting location and delivery preference information from users on ILL requests for more actionable data
- ❖ Hathi and Gobi purchasing are used for all NYU user requests, and Internet Archive is still used if the user has indicated they are studying remotely

# Future Collaborations?



- ❖ ILL will place holds on newly acquired material to be rush-processed and delivered by the Acquisitions Department
- ❖ Renewed discussion of print purchasing based on user requests
- ❖ Updated replacement copy policy for items lost during ILL
- ❖ Hopefully, more to come!

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**Thank you!**

**Questions?**