One-­Stop Course Readings:
a breakthrough in campus collaboration
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What is meant by “one-stop course readings”?

- Course readings of all formats delivered through Blackboard, the course management system

- The Library does the copyright pre-checking for printed course packs processed by the Bookstore
What is meant by “one-stop course readings”?

- Ares becomes the centralized copyright permissions database for:
  - the Library’s E-Reserve & Audio Visual services,
  - the Bookstore
  - Distance Education (part of Chang School Continuing Ed.)
Who are involved in the project?

Library: E-Reserves

Bookstore: Course Packs

Continuing Education/Distance Education: Online Courses
What brought the three together?
What are the driving forces behind Ryerson’s E-Reserve development?

- Copyright default leadership
- Course management system access
- Collaboration with campus stakeholders
How are these reflected in E-Reserve’s developments?

• 2004: E-Reserve started in Library catalogue

• 2005: switched to Blackboard eReserve module; targeted at Distance Education (DE); handled copyright permissions

• 2007: concept of shared copyright database with DE

• 2011: Ares system adopted to reinforce copyright control; Ares linked with Blackboard

• 2012: One-Stop Course Readings pilot centralized copyright checking and data for 3 campus stakeholders
  - Library, Bookstore and DE
Single sign-on & direct link from Blackboard to Ares

**Step 1:** Sign into Blackboard

**Step 2:** Select course in Blackboard

**Step 3:** Direct link to Ares from Blackboard
Ares – One system serving different departmental needs

Four processing sites & Department specific work queues

AV specific queues

system work queues

Bookstore

E-Reserve
Ares – one system to centralize copyright data
What’s the outcome of the project?

Before project

• **Fall 2011**
  (Ares implemented)

157 courses
4619 Web links
87 Documents (mostly book chapters)
121 instructors

After project

• **Fall 2012**
  (Project implemented)

307 courses
6266 Web links
953 documents (mostly book chapters)
212 instructors
What’s the outcome of the project?

Before
- **Winter 2012** (Ares implemented)
  - 146 courses
  - 3813 Web links
  - 116 Documents (mostly book chapters)
  - 112 Instructors

After project
- **Winter 2013** (Project implemented)
  - 219 courses
  - 4617 Web links
  - 631 documents (mostly book chapters)
  - 162 instructors
How’s the service being used since Fall 2011?

• 400,000 views

• 27,725 Web links

• 2,192 Documents
How can we cope with the volume?

Before the project:

- 2004 - 1 copyright lead hand
- 2007 - 1 library technician +AV/ILL students
The project
Cross-training within the whole department

- **Copyright**: 1 library technician
- **E-reserve processing**: 6 technicians (from AV & ILL) 50% - 60% time during peaks; ad hoc help from other departments
- **E-reserve scanning**: 2 Circ lead hands + back ups
  All Circ staff rotate + 2 work students

*All staff have a variety of other duties besides reserves*
Origins: Bookstore Survey

• Study started Jan. 2012 to look at over Fall Term 2011 print Course Manuals
• Checked 2250 entries, book material from 2000+
• 20% of readings were from materials already licenced as Electronic Resources by the library
• $62,000+ projected annual overpayment
One Stop Workflow

- Custom Course Manuals Request
- E-reserve Request
- Print Reserve Request
- Library: reserve@ryerson.ca
- Library checks for licence/or fair dealing status.
- Links made in Blackboard if applicable.
- Bookstore processes Custom Course Manuals
- E-reserve copyright permissions processed
- Print Reserve material processed
Course Pack Checking

• Started Spring 2012
• Library checks print Course Manual
• Liaise with Faculty about “blended” delivery model
• Passed to Bookstore material that remained in print Course Manuals
• More material may go electronic long term
Training

• Training on-going with eReserves
• E-Reserve manual, other forthcoming
• Staff training is various as there are different workflows for each area, Bookstore, DE, E-Reserve
• ARES update training is on-going
Benefit: Bookstore Relations

• Improved library – Bookstore relationships
• Recognition of transition stage and flexibility
• Honesty about future
• Potential opportunities, collaboration
Benefits of One Stop?

• We do copyright checking – faculty LOVE this
• We do persistent links
• Electronic resources are covered under licences NOT Copyright Act
• We can fully and legally utilize electronic resources for teaching
Benefits - Faculty Relations

• Very positive Faculty reaction (they see copyright checking as additional work)
• Faculty can opt-out of E-Reserve and do it themselves
• Library visibility
Benefits - Students

• Like course readings in one spot

• No cost for readings delivered electronically
Copyright Checking Workflow

• Checking Electronic Library Resources using Scholar’s Portal Tool
The Morgan and Claypool Digital Library consists of 50- to 100-page “lectures” which are self-contained e-books synthesizing an important research or development topic. Each is authored by an expert in the field.

Terms of Use.

### License Terms of Use

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can I make an electronic copy for use in an e-reserve system?</td>
<td>Yes</td>
<td>You may include material from this resource in e-reserves, which are electronic copies of articles stored on a secure network for use by students in connection with a specific class.</td>
</tr>
<tr>
<td>Can I post a copy in a course management system?</td>
<td>Yes</td>
<td>You may include material from this resource in course management systems like Blackboard.</td>
</tr>
<tr>
<td>Can I put it in a course pack?</td>
<td>Yes</td>
<td>You may include material from this resource in course packs, which are compilations of articles for use by students in a class.</td>
</tr>
<tr>
<td>Can I link to it?</td>
<td>Yes</td>
<td>You can create a persistent (or durable) electronic link to an individual article or e-book.</td>
</tr>
<tr>
<td>Can I make print or electronic copies?</td>
<td>Yes</td>
<td>You may make print and electronic copies for personal use.</td>
</tr>
</tbody>
</table>

For Libraries

Interlibrary loan is a service whereby users from one library may borrow material from another library via fax, surface mail, or courier, for the purposes of research or private study, and not for commercial use. Geographic restriction may be specified in the license. For further inquiries, contact Ryerson Library Interlibrary Loan. You may also send your query via email to rcar@ryerson.ca.
E-books & Collection Management

- Multiple user e-book workflow
- E-book use tracked in catalogue as part of ARES workflow
- Supports demand driven acquisition
Copyright Tracking

- Some customizations to ARES:
- Nature of Works field
Other Copyright Checking Tools

- Access Copyright Look-up Tool
- Fair Dealing tracking
- Transactional licences (works not covered under existing licences)
Persistent Links

• Hard to teach faculty due to lack of consistency between databases
• Requirement of the licences of many of the E-resources
• Easily linked to directly to Blackboard Course Readings through ARES
• Link as a preference before posting full text
Benefits: Accessibility of Readings

• E-Reserve rescans poor quality material as necessary
• Bookstore can get access library books as necessary, so new scans can be made as necessary.
• All e-reserve material is OCR’d so it is minimally accessible for all students
Benefits: Copyright Centralization

• Better understanding of course reading usage and patterns
• Accessible permission records
• Less duplication, more efficiency
• Saving in staff time for Bookstore + eReserve
Copyright Trends

• Majority of readings delivered through E-Reserve available via Library licences
• Many readings from book monographs covered under Fair Dealing or E-book subscriptions
• Ongoing tracking and monitoring or use of resources by licence type gives us data
Ares/BlackBoard System Integration Team

Library
• Service & operation (e-reserve librarian and 1 library technician)
• System implementation & support (Head of Library IT and 1 programmer)
• Web interface customization: (web service librarian)

Campus IT
• Server Support
• SQL Server Database Administrator.
• IT security (firewall ports issues)
• Blackboard Support

Vendor Support
Customer Service Agent
Ares Implementation To Do List

- Meetings with Campus IT & ongoing communication
- Setup Ares test server and production servers
- Install Blackboard building block on test server
- Testing Ares system and Blackboard integration
- Web interface customization
- Training
- Roll out Ares system in the production environment
One-Stop Course Reading System Needs

Lots of customization

- Multiple processing sites
- New work queues
- Email templates
- Book scanner (better technology for scanning book chapters)
- Bookstore data transfer (from a Excel file)
Multiple Processing Sites
New Work Queues
Email Templates

An instructor wants to put the following book/chapters on E-reserve in Blackboard. Can you please check on licence terms for aggregator (Ebrary, Ebscohost or EBL)? Thanks.

Requested Item: <#Item.ItemID>
Title: <#Item.Title>
Publisher: <#Item.Publisher>
Place of Publication: <#Item.PubPlace>
Date of Publication: <#Item.PubDate>

Author: <#Item.Author>
Article Title: <#Item.ArticleTitle>
Editions: <#Item.Edition>
Volume: <#Item.Volume>
Issue: <#Item.Issue>
Year: <#Item.Year>
Month: <#Item.Month>
Book Scanner
(source: book2net.net)
Bookstore data transfer

• Clean up the original data on the excel sheet (CSV file)
• Create a temporary database table and match the data fields with the CSV file
• Export data from the CSV file to the temporary database table
• Import data from the temporary database table to Ares Items and Course database tables

* We have a good programmer!
Technical Issues

• Performance Issues (one of the old versions)
• Integration with BlackBoard is not that straightforward
• Ares Software releases are too frequent
• Client software upgrade & maintenance
Future Plan

• Integrate print reserve (from catalogue) with Ares system
• Better stats or usage information
• Add-ons?