

## ILL and Acquisitions: Working Together to Get Users What They Need When They Need It

Reported by: [Christine Fischer](#)

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### Abstract:

Arthur and Decker presented the plan they have developed to establish a new workflow for acquiring requested collections materials. The collaboration between acquisitions and interlibrary loan departments seeks to improve service and ensure quick fulfillment of resource requests as the Libraries move toward a point-of-need model over collection building, reflecting user expectations and shifts in Liaison roles. The pilot project established criteria for making a purchase rather than a loan, including purchasing selected English-language materials published in the past five years with eBook as the priority over print, and expedited shipping for physical items so users could rely on quick turnaround. Staff can add titles to the DDA pool via their eBook provider and primary book vendor. Communication between the departments is facilitated by use of existing email accounts that are monitored daily. The full implementation will start in January, monthly meetings will offer opportunities to consider modifications to the criteria and workflow, and assessment is planned to begin in April.

**Keywords:** conference report | acquisitions workflow

### Article:

**\*\*\*Note: Full text of article below**

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## The Un-usability Study: An Analysis of Access Problems Outside The Libraries' Control

Reported by **Lynne Jones** (University of Wisconsin – Milwaukee) <jones873@uwm.edu>

Presented by **Candice Benjes-Small** (William and Mary), **Mary Oberlies** (William and Mary) and **Paul Showalter** (William and Mary) — <https://2021charlestonconference.pathable.co/meetings/virtual/i9Xad3e9ffgS7KPoL>

This session was sparked by the frustration that many librarians (and patrons) felt during the early days of the transition to online during the COVID-19 pandemic. The presenters outlined some of the common issues that patrons faced trying to access e-resources and the negative effects on the morale of librarians who had to deal with upset patrons and less-than-efficient software and systems. They point out that when library tools, library-vendor communications, and vendor-vendor communications fail, it erodes patrons' trust in our services and resources. It pushes patrons toward external resources like Google Scholar and undermines libraries' efforts to get patrons to use our resources and put into practice the information literacy strategies we teach. The presenters' hope is that we can move forward with better troubleshooting, more usability studies, more communication, and overall, more empathy to improve the patron experience.

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## How has COVID Affected How we Discover, Read, and Publish Research?

Reported by **Debra Trogdon-Livingston** (Medical University of South Carolina) <trogdonl@muscc.edu>

Presented by **Elaine Devine** (Taylor & Francis), **Helen Fallon** (Maynooth University) and **Heather St. Pierre** (Taylor and Francis) — <https://2021charlestonconference.pathable.co/meetings/virtual/rCs62iJtq7S5ezDEf>

Devine, St. Pierre, and Fallon shared perspectives on how COVID-19 affected research experiences at Taylor and Francis and Maynooth University. Devine discussed the importance of being both “proactive and reactive” when planning data needs for future research. Devine shared academic search engine data, bibliographic database usage trends, and described how partnerships and quick reaction time positively impacted data access and procurement. Fallon gave insight into Maynooth University Library user behavior and library response and how measures like scanning service, investment into digital resources, and keeping the library open, helped students to better transition into digital education, grew staff confidence, and “democratized” access to information. St. Pierre discussed how user needs are the backbone of product management work her team does and noted the importance of empathy in supporting a workforce faced with a sudden scarcity of access and resources. St. Pierre suggests using lessons learned to be prepared before possible future emergencies. Each speaker offered insight into their work, enacted a user-centered approach, and highlighted a focus on connection.

Conference blogger **Donald Hawkins** wrote a report on this session: [How has COVID Affected How We Discover, Read, and Publish Research? - Charleston Hub \(charleston-hub.com\)](https://charleston-hub.com/2021/04/20/how-has-covid-affected-how-we-discover-read-and-publish-research/)

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## ILL and Acquisitions: Working Together to Get Users What They Need When They Need It

Reported by **Christine Fischer** (UNC Greensboro) <cmfische@uncg.edu>

Presented by **Michael Arthur** (The University of Alabama Libraries) and **Emy Decker** (The University of Alabama Libraries) — <https://2021charlestonconference.pathable.co/meetings/virtual/28qMdTE4PymGbuCsX>

Arthur and Decker presented the plan they have developed to establish a new workflow for acquiring requested collections materials. The collaboration between acquisitions and interlibrary loan departments seeks to improve service and ensure quick fulfillment of resource requests as the Libraries move toward a point-of-need model over collection building, reflecting user expectations and shifts in Liaison roles. The pilot project established criteria for making a purchase rather than a loan, including purchasing selected English-language materials published in the past five years with eBook as the priority over print, and expedited shipping for physical items so users could rely on quick turnaround. Staff can add titles to the DDA pool via their eBook provider and primary book vendor. Communication between the departments is facilitated by use of existing email accounts that are monitored daily. The full implementation will start in January, monthly meetings will offer opportunities to consider modifications to the criteria and workflow, and assessment is planned to begin in April.

Conference blogger **Don Hawkins** reported on this session: [ILL and Acquisitions - Charleston Hub \(charleston-hub.com\)](https://charleston-hub.com/2021/04/20/ill-and-acquisitions-charleston-hub/)

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## Where the Rubber Meets the Road: Operationalizing Your Variables for Effective Assessment

Reported by **Sara F. Hess** (Pennsylvania State University) <sfh5542@psu.edu>

Presented by **Brianne Dosch** (University of Tennessee), **Rachel Fleming-May** (University of Tennessee) and **Regina Mays** (University of Tennessee) — <https://2021charlestonconference.pathable.co/meetings/virtual/ffkaFeSjzcQCcSPec>

*Note: Regina Mays did not present in this session.*

Fleming-May opened this session by discussing what it means to operationalize variables and why doing so is important. She talked about how by determining how you are going to measure your variables in a research project, you can create a shared understanding and language with your participants that works to improve the meaningfulness of your results. She pointed out that one of the pitfalls of survey-based research is that it can fail to capture the nuances in participant responses and grounded her talk in literature looking at the validity of library use questionnaires. Her points were well-illustrated by a poll of the audience, which asked attendees which of several activities constituted “use” of a library; this poll showed that even among an audience of library workers, publishers, and vendors, there was a need to define library use. Dosch followed with a presentation of her application of these concepts in a needs assessment she conducted among the faculty in her liaison area. She described developing the survey instrument