

## *Communicating with the Library – Script*

Welcome to this session on communicating with the library about your course materials. In this session you'll see how to view whether your course materials are available through the library, how to request that the library scan a section of a resource, such as a single chapter, and how to communicate with the library about any other questions or comments you may have.

Looking at our resource list we can see the availability of each item.

If a 'View online' link appears, this resource can be accessed online. You can navigate to the full text by clicking this link. If you open the full view, you may see that this resource is available through more than one provider, in which case you can use any of these links to access it. When enabled by your library, you can mark a link as broken, which will let the library know that the link isn't working.

If a green 'AVAILABLE' indication appears with the location of the item, this resource is available as a physical item in the library. You can open the full view to see more details. A resource can have both electronic and physical inventory.

You can also see the status of an item. Complete indicates that the resource is ready for students to access. You may see another status, such as ready for processing, which indicates that the library needs to do some processing work to make the resource available for students. The library will mark the resource as complete when they're finished. Now let's say our students only need to read a particular chapter from a book. Let's edit the item to indicate this information. From the item menu, click Edit Item. In the type field change Book to Book Chapter. Additional fields will appear. I'll add the chapter title, author, chapter number and the pages the students should read. The chapter title becomes the new title of the resource!

If configured by your library, it is possible to request that the library scan a section of a resource. Open the full view, then click on the link for Digitization Request in the 'Requests' section.

A dialog will appear asking you to fill in the information about your request, including the date range when students will need to access the resource. The dates that display are based on the dates of your course, but you can change them if you need to. If the digitization includes images, click the check box to indicate this.

Enter the chapter details or page range. You can add an additional page range if needed. Finally, before submitting the request you can add notes to the library regarding the request. When you're ready, click 'SUBMIT'

You can review the status of the digitization request in the Requests section after you have submitted it. Once the library finishes scanning the item, they will upload the file to the resource and your students will be able to access it from here.

You can also write to the library staff with any comments or requests regarding this specific item – or any other item. Within the item's full view, click on the Library Discussion area, add your note, and click on submit comment.

When the library staff member sees the comment and responds, you'll receive a notification in Leganto and you'll see the library's response under the Library Discussion area.

This is a library discussion on the item-level, but if you have a general comment or question

for the library you can use the Library Discussion link from the full resource list view.

And this concludes our session on ways to communicate with the library.  
Thank you joining!