*Requesting Library Services*

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 list we can see the availability of each item.

If a ‘View online’ link appears, this resource can be accessed online. You can click on the link to access it. If the item says Physical item, this item is available as a physical item in the library. You can click on it to see more information, or you can view and manage the availability by clicking through to the “Full Details.” Under the Links & availability tab, you can see that this item is available electronically 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 hide a link or mark a link as broken, which will let the library know that the link isn’t working.

You will also be able to see more information about the physical availability of the item from here. An item can have both electronic and physical inventory.

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 icon, click Edit item. In the type field change Book to Book Chapter. Additional fields will appear. I’ll add the chapter title and chapter number. Click Save, and the chapter title becomes the new title of the resource!

If configured by your library, it is possible to ask the library to scan a section of an item. Click on the item to expand it, and choose Request digitization.

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. Before submitting the request, you can add notes to the library regarding the request. When you’re ready, click ‘Send’ and the request is sent to the library. Once the library finishes scanning the item, they will upload the file 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. Click on the ‘Full details’ link and navigate to the Library Discussion tab, Type your message, and Send.

When the library staff member sees the comment and responds, you’ll receive a notification 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 icon from the lists’ view.

Lastly, You can also see the status of an item. Complete indicates that the item is ready for students to access. You may see another status, such as library processing, which indicates that the library needs to do some processing work to make the item available for students. The library will mark the item as complete when they’re finished.

if you have items that are in Draft status, you need to send them to the library. Click My list is ready. Depending on what has been configured for your institution, you may also have the option to publish the list. And Send. This will send the list to the library to review. If you’ve already published your list, any new items will automatically send to the library for processing.

And this concludes our session on ways to communicate with the library.

Thank you joining!