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55,000 Ways to Say Yes: Customer-Driven Acquisitions and More!

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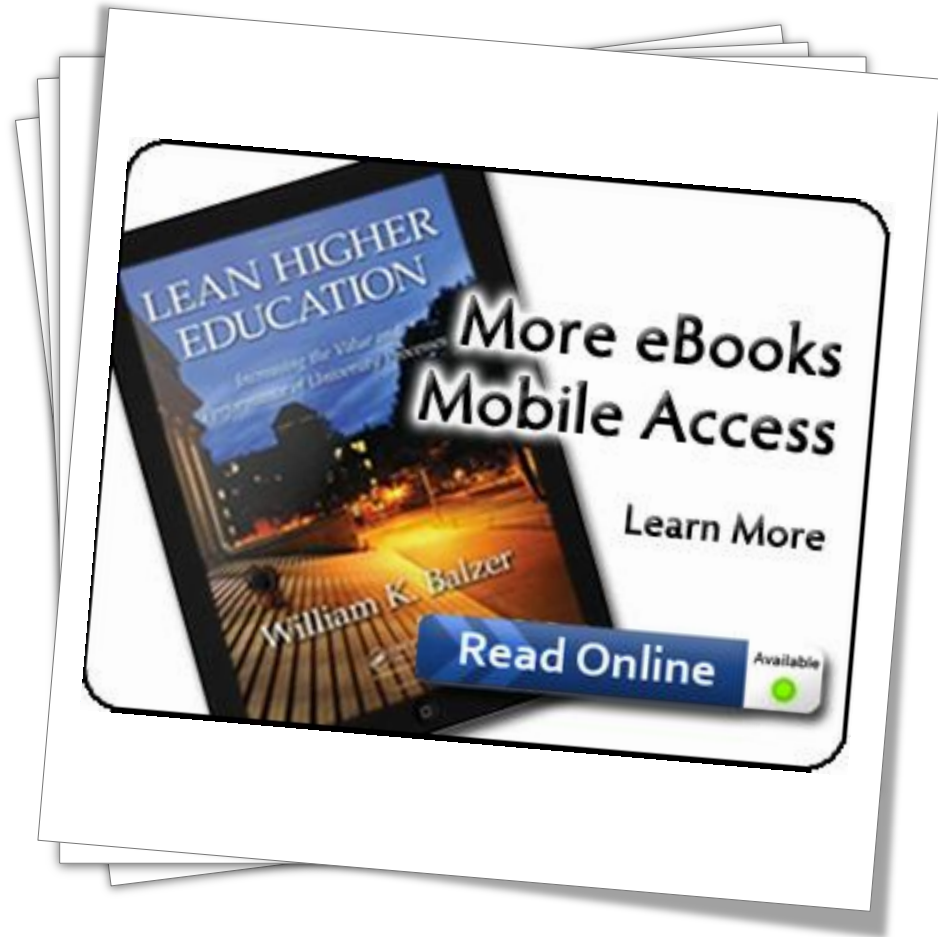
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Boise State University

55,000 Ways to Say YES: Customer-Driven Acquisitions and More!

Peggy Cooper, Barbara Glackin,
Marilyn Moody
Albertsons Library
Boise State University

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Conference
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Change

“Academic libraries are currently facing their greatest challenge since the explosion in tertiary education and academic publishing which began after World War II..... Retaining and growing their customer base, and focusing more energy on meeting their customers’ expectations is the only way for academic libraries to survive in this volatile environment.” (pp. 662-663)

Cullen, Rowena. “Perspectives on User Satisfaction Surveys.” *Library Trends*, 49 (2002): 662-86.

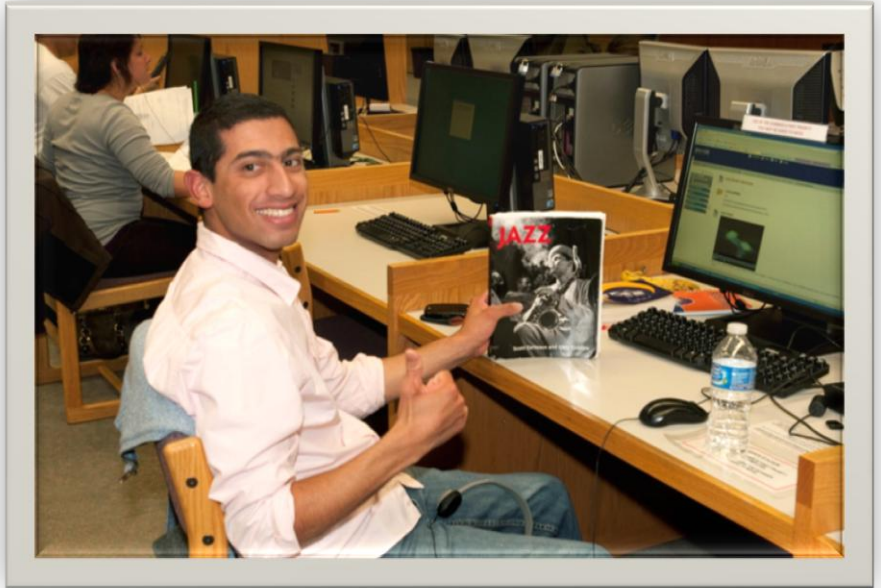


Rethinking: Change

- It's all about the students, staff, and faculty.
- It's not about the library; it's all about the university.
- Accountability is key.
- Change is constant and the rate of change is immense.
- The university's strategic priorities are the library's strategic priorities.
- This IS the new normal for libraries.

Responding to Change: A User Centered Focus

- Why not say yes?
- What do users want and need?
- How do we use assessment to find out?
- Using strategic planning to focus on meeting the needs of the university as a priority.



Rethinking: Acquisitions

Patron Driven

eBooks

Shift of Staff

Shift of Collection \$\$\$

Restructure

Eliminate Barriers



Saying “YES”

- Textbooks
 - We don't provide textbooks, why not?
- Faculty Requests
 - Purchasing all faculty requests
 - Pending List (ECCO)
- Patron Driven Acquisitions
 - Interlibrary Loan
 - Suggestions
- More eBooks
 - eBooks, started with reference & health sciences

eBook Advantages

- Available anywhere, anytime.
- Library eBooks accessible for all students, whether on campus or at a distance.
- New acquisition models triggered by use provide the ability to immediately access eBooks.
- May be used on a variety of mobile devices; increasingly available for download to devices.
- Multiple users at a time for many library eBooks—facilitates course readings, research, and reserves.

eBooks

Individual Titles

Subject Collections

Safari Books Online

R2 Digital Library

ebrary

Overdrive

EBL



EBL Customer Driven Model

- Multiple simultaneous users
- Downloads to computing and mobile devices
- Approval plan model
- Catalog records provided
- Previews
- Short term loans
- Purchases

Searching For a Library eBook

Go to the [Library Home Page](#) and use the search box:



The screenshot shows a library search interface. At the top, there are three tabs: "All" (selected), "Books", and "Articles". Below the tabs is a search box with a "Search All" button. To the left of the search box is a link for "[Advanced search]". To the right is a link for "Search with WorldCat" accompanied by the WorldCat logo. At the bottom left, there is a note: "[Boise State University only catalog]".

Search results for 'immunology' limited to **Libraries Worldwide**

Results 1-10 of about 6,110 (.95 seconds)

<< First < Prev 1 2 3 Next >

[Select All](#) [Clear All](#)

Save to: [New List]

[Save](#)

Sort by: Library and Relevance

[Save Search](#)**Databases (3)**


WorldCat.org (6110)

Academic Search Complete (0)

Business Source Complete (0)

Format All Formats (1,768,954) Article (1667743) Peer-reviewed (1289111) Downloadable article (3952) Chapter (37) Book (48175) Thesis/dissertation (16963) eBook (6110) Microform (709) Continually updated resource (11) Large print (3) Braille Book (2) Internet resource (22357) Website (31) Computer file (17497) Archival material (7108) Downloadable archival material (6063)[Show more ...](#)**Refine Your Search**

Author

1.  [Advances in Immunology](#)
by Frederick W Alt
 eBook : Document
Language: English
Publisher: Burlington : Elsevier Science, 2010.
Database: WorldCat.org
Libraries that own this item: [Boise State University Albertsons Library](#)



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2.  [Illustrated dictionary of immunology](#)
by Julius M Cruse; R E Lewis
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Publisher: Boca Raton, FL : CRC Press, ©2009.
Database: WorldCat.org
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3.  [A history of immunology](#)
by Arthur M Silverstein
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Diarrhea: Kill or Cure,
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ICT in the Real World:
Publishing a Magazine



ICT in the Real World:
Skills for the Workplace



Practical Use of Materials:
Dietetics



Human Services Careers



Empire of Sounds

Advantages

- Can be used by both classes and individuals.
- Provides flexibility in assigning videos for course use; segments as well as entire videos.
- Doesn't require physical DVDs or additional viewing equipment for use.
- Multiple users can access a video anytime and anywhere.
- Educational and other videos not readily available elsewhere are included in the library video databases.
- Mobile-friendly.

Searching for Library Streaming Videos

"Online Videos"

on Library home Page

"Videos" Research Guide



Alexander Street Press and Films on Demand provide an extensive collection of streaming videos on a variety of topics and disciplines. Many of these videos are available to watch on your desktop or your mobile device; can be embedded in coursework pages or Blackboard; or sections of video trimmed to specific segments.

American History in Video

American History in Video includes approximately 1,000 hours of newsreels from the late 1890s to the 1980s. Beginning with the Spanish American War, the early films provide documentary footage of actual people, places, and events together with interviews and other broadcast content from the period.

Counseling and Therapy in Video

Over 280 streaming videos that support the study of social work, psychotherapy and psychology.

Dance in video

Over 450 dance productions and documentaries by the most influential performers and companies of the 20th century.

Education in Video

The first online collection of streaming video developed specifically for training and developing teachers.

Ethnographic Video Online

A comprehensive resource for the study of human culture and behavior.

Films On Demand

Over 6000+ videos in 28 subjects areas. These include many of Films Media Group's best selling and most popular titles in the areas of Anthropology, World Languages, History, Mathematics, Criminal Justice, Business and Economics, Psychology, and many more.

Theatre in video

Streaming recordings of thousands of original plays. Contains more than 250 of the world's most important plays, together with more than 100 video documentaries, online in streaming video—more than 500 hours in all.

World History in Video

Documentaries that explore human history from the earliest civilizations to the late twentieth century.

Rethinking: People and Services



Library Liaisons

- Focus on providing a single point of contact for faculty and students (for all things library)
- Subject expertise
- Discipline and course specific instruction and assistance
- “Your Librarian”
- Personal connections

Subject Guide



Margie Ruppel

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(208) 426-1323

Links:

[Profile & Guides](#)

Subjects:

[Education](#), [Children's Literature](#),
[Literacy](#)

Rethinking: Instruction

- Discipline focused Univ 106 (Library Research)
- Library instruction off campus and online
- iPod touches for instruction
- PoWeR eTextbook
- Participating in University Foundations implementation teams

Rethinking: Spaces



Rethinking Everything: Going Mobile

- Apps and Mobile Sites
 - [Library Mobile Site](#)
 - [Mobile Version of WorldCat Local](#)
 - [Mobile Versions of Databases](#)
- QR Codes

