



# One-Stop Course Readings: a breakthrough in campus collaboration

**RYERSON  
UNIVERSITY**

Everyone Makes a Mark

# OLA Super Conference

## February 1, 2013

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# What is meant by “one-stop course readings”?

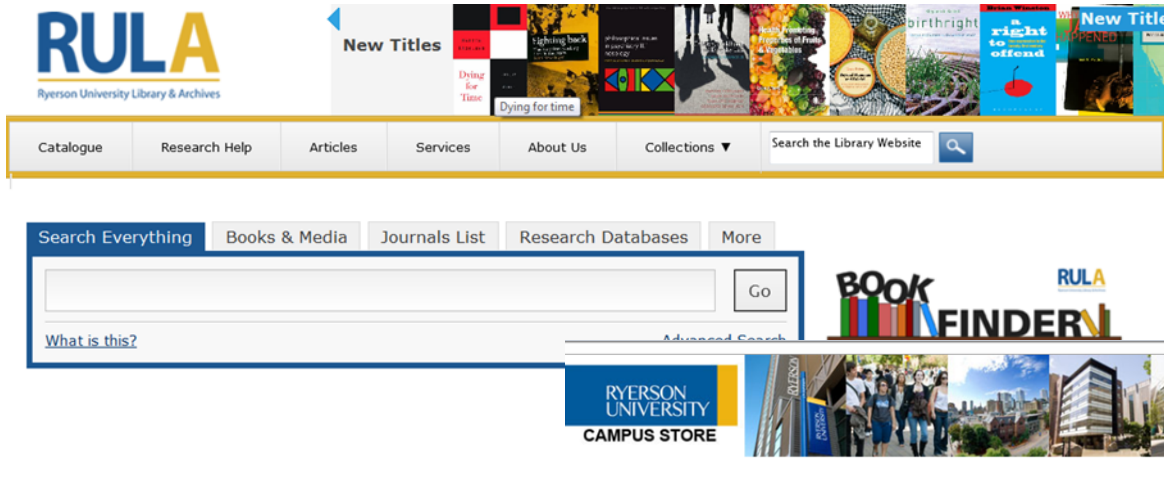
- Course readings of all formats delivered through **Blackboard**, the course management system
- The Library does the **copyright pre-checking** for printed course packs processed by the Bookstore

# 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.)

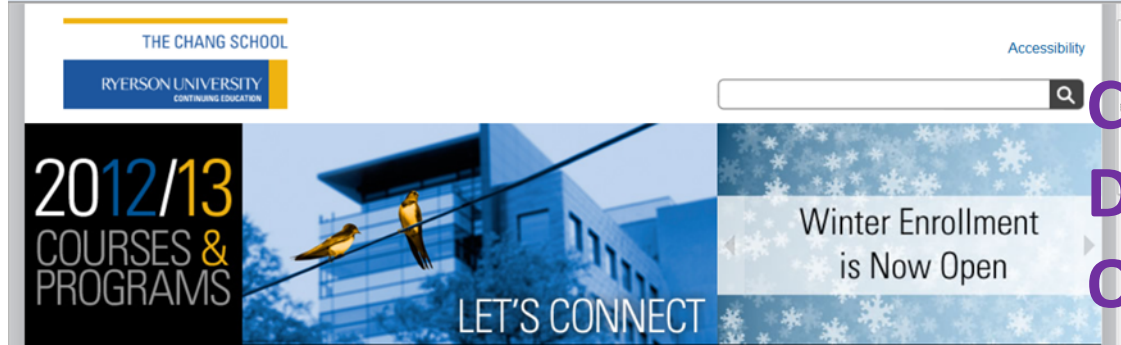
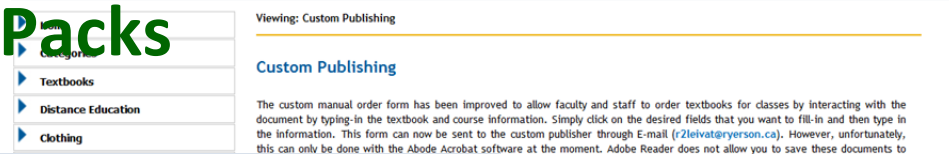


# Who are involved in the project?



**Library:  
E-Reserves**

**Bookstore : Course Packs**



**Continuing Education/  
Distance Education:  
Online Courses**

# What brought the three together?

## Blackboard Support

 [Printable Version](#) |  [E-mail This Page](#) |  [Change Text Size](#)

### USING BLACKBOARD

#### GETTING STARTED

- ① [Getting Access](#)
- ② [Computer Settings](#)
- ③ [Your Online Courses](#)
- ④ [Getting Help](#)



### TEACHING WITH BLACKBOARD

[Resources for instructors  
and those developing  
online courses and  
organizations](#)

**|| NEW! Blackboard 9 FAQ ||**



# 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

The image is a collage of screenshots from the Ryerson University Blackboard system, illustrating the steps to access Ares. The background is a large screenshot of the Blackboard home page, which includes a welcome message, navigation tabs (my.ryerson, online courses & organizations, Content Collection, RAMSS, eHR, my library), and a sidebar with tools like Announcements, Calendar, Tasks, and View Interim Marks. A red box highlights the login fields (Username: ocheung, Password: [masked]) with the text "Step 1: Sign into Blackboard". A black box with the text "Step 2: Select course in Blackboard" has an arrow pointing to the "Library Test Course" link in the "Courses you are teaching:" section. A red box with the text "Step 3: Direct link to Ares from Blackboard" has an arrow pointing to the "Course Readings" link in the "Proxy Course Tools" section. The bottom right of the collage shows the "Course Details" for "library\_sandbox Library Test Course", including the semester (Summer 2012) and the instructor (WILSON, Sarah (Sally)).

**RYERSON UNIVERSITY**

Welcome to Ryerson University's Central Authentication Service!

You have requested access to a site

Before entering your my.ryerson  
"https://cas.ryerson.ca".

For security reasons, please exit you

**Have an account?**

Please enter your credentials and click the Login button

Username: ocheung

Password: [masked]

Login Clear

**Step 1: Sign into Blackboard**

**RYERSON UNIVERSITY**

Home Help Logout

my.ryerson online courses & organizations Content Collection RAMSS eHR my library

**Tools**

- Announcements
- Calendar
- Tasks
- View Interim Marks for Online Courses

**Hot Links**

- IMPORTANT! Copyright update
- Web Mail
- WhoBlueYou... where

**Online Courses and Organizations**

Courses you are teaching:

- Demo Course - Ares eReserve
- RefWorks/Refshare Sandbox (unavailable)
- [Library Test Course](#)

Organizations in which you are participating:

**RULA**  
Ryerson University Library & Archives

**ares**  
automating reserves

Search

Keyword Tags

**Switch to Student Mode**

- Your Courses
- Proxy Course Tools
  - Course Home
  - Authorized Users
  - Add Course
  - Readings
  - Course Readings**

**Course Details**

library\_sandbox Library Test Course

Summer 2012

WILSON, Sarah (Sally)

fake course for testing

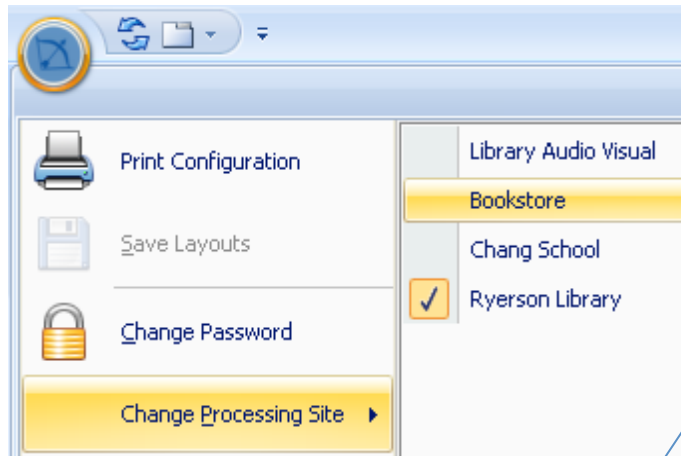
Email subscriptions allow you to receive an email notification when a new item becomes available in this course.

**Step 2: Select course in Blackboard**

**Step 3: Direct link to Ares from Blackboard**

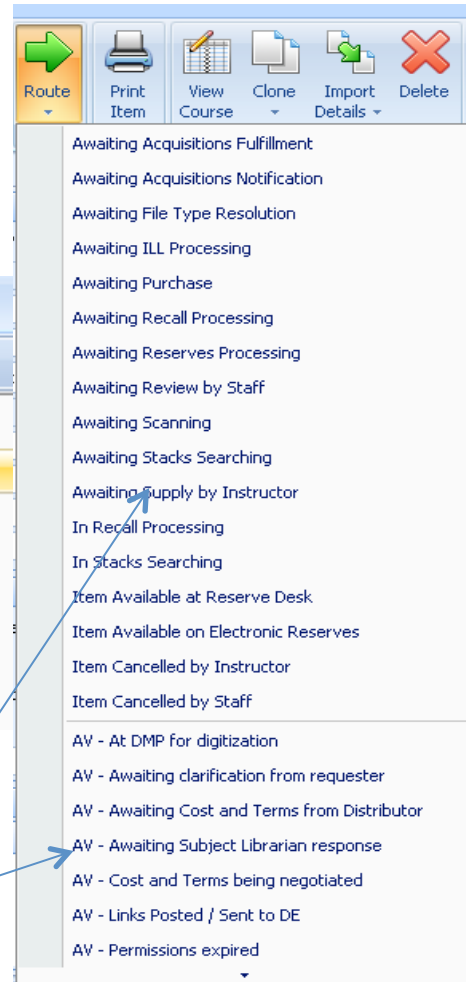
# Ares – One system serving different departmental needs

Four processing sites  
& Department specific  
work queues



system work queues

AV specific queues



Bookstore

AV - At DMP for digitization  
AV - Awaiting clarification from requester  
AV - Awaiting Cost and Terms from Distributor  
AV - Awaiting Subject Librarian response  
AV - Cost and Terms being negotiated  
AV - Links Posted / Sent to DE  
AV - Permissions expired  
Bookstore - Awaiting CP Processing  
Bookstore - Awaiting file/hard copy request  
Bookstore - Awaiting Instructor's Response  
Bookstore - Awaiting Library Checking  
Bookstore - Awaiting Permissions  
Bookstore - Awaiting scanning  
Bookstore - CP Items Online  
Bookstore - CP Processed  
E-Reserve - Awaiting Information by Instructor  
E-Reserve - Awaiting Transactional Licence  
E-Reserve - Contact Instructor  
E-Reserve - ERM

E-Reserve

# Ares – one system to centralize copyright data

General Information				Availability Information			
Item ID	21198	<input type="checkbox"/> Visible to Students	<input type="checkbox"/> Instructor Provided	<input type="checkbox"/> Web Proxy	Needed By		
Processing Location	Library Audio Visual	Current Status Date	11/16/2012 2:33 PM		Loan Period	Not a loan	
Pickup Location	Library Audio Visual	Reason for Cancellation			Active Date	8/22/2012	
Item Type	Monograph	Document Type	Web Page Link		Inactive Date	8/31/2017	
Call Number	BJ1408.5.M6 1998	Location	http://www.ryecast.ryerson.ri		Copyright Information		
Shelf Location		File Size			Page Count		
ISxN		Barcode			Entire Work Pages		
Cited In		OCLC Number			% of Work		
Reference Number		DOI			Nature of Work	Transactional Licence	
Instructor Tags	CPHL302, Fall 2007	Item Format	Video		<input checked="" type="checkbox"/> Copyright Obtained	<input type="checkbox"/> Copyright Required	
Citation							
Title	Moral dilemmas: can ethics help?		Additional Title				
Author			Editor				
Publisher		Publication Place		Publication Date	1998	Month/Year	
Edition		Volume		Issue		Pages	
Description							
Notes							
Added By	Note Type	Note Date	Note				
kraigen	Staff	8/15/2012 2:08 PM	Renewal cost \$104.90 for another 5 years.				
kraigen	Staff	8/15/2012 1:13 PM	Emailed Kelly Derksen for renewal cost. Still being used in the course.				
kraigen	Staff	8/15/2012 11:27 AM	Emailed Emily to see if we should renew. August 15, 2012				

# 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:

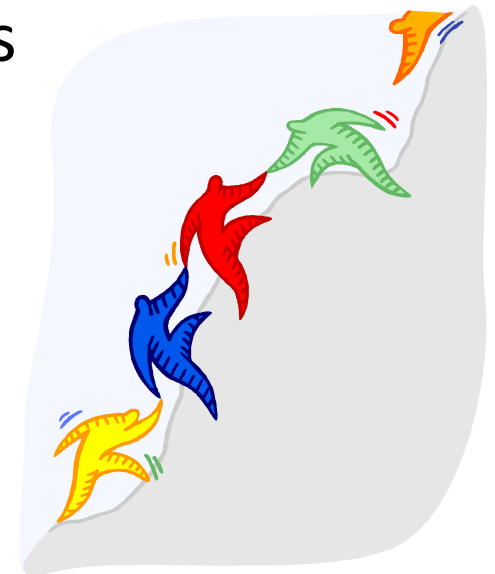
- 2004 - 1 copyright lead hand
- 2007 - 1 library technician +AV/ILL students

# 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

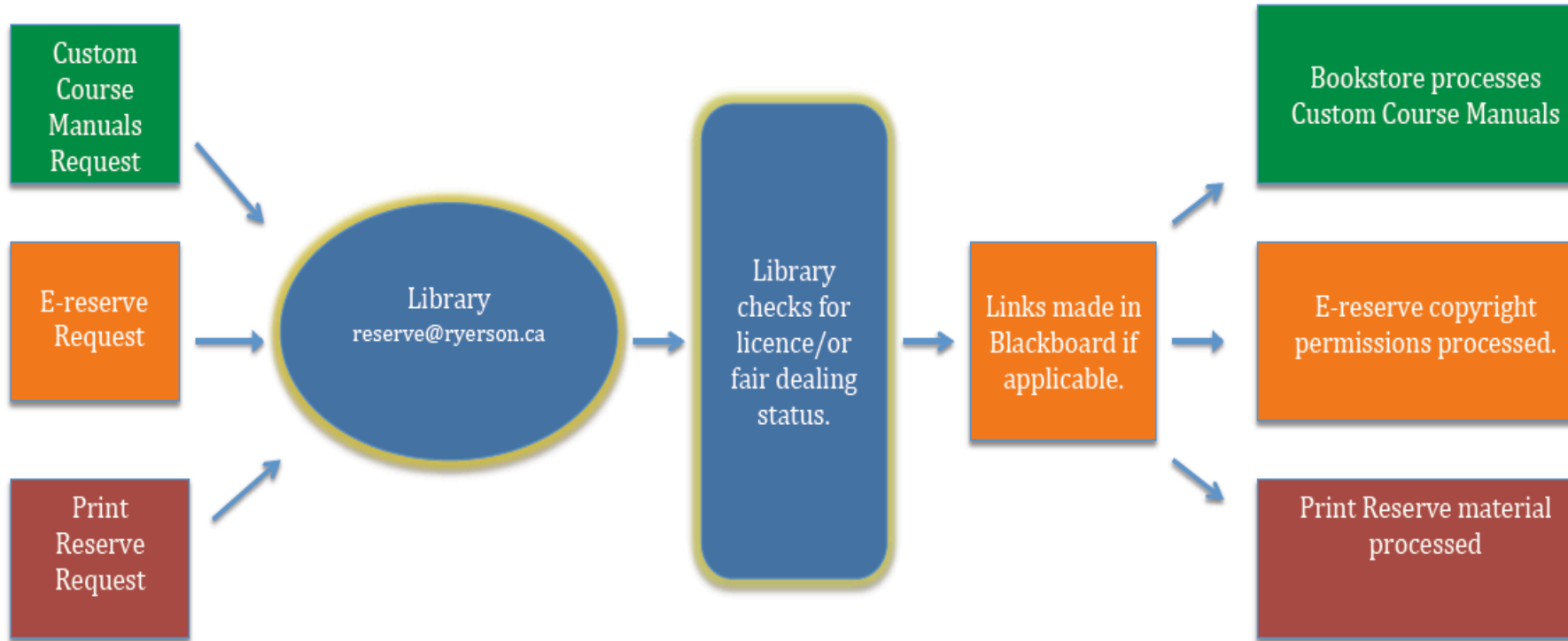
*\*All staff have a variety of other duties besides reserves*



# 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





# 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

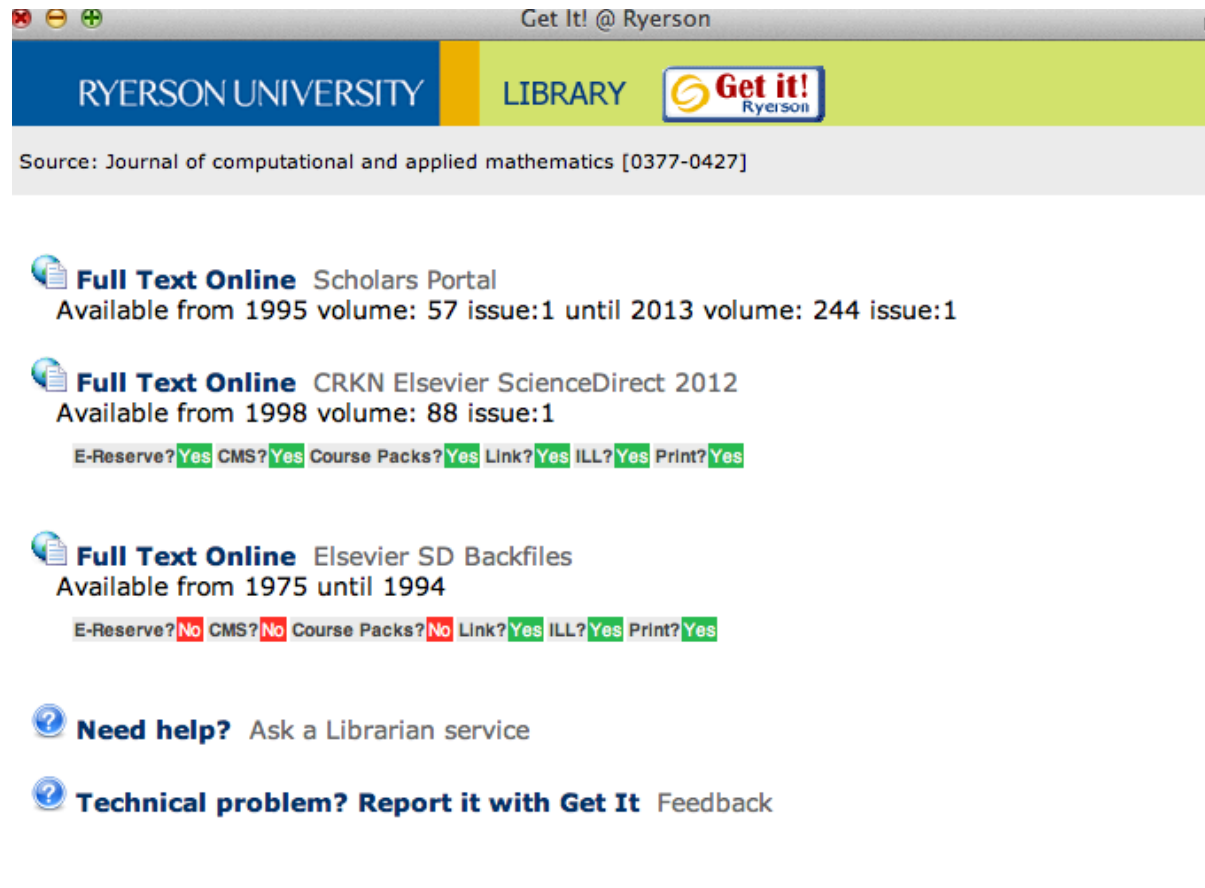


# Benefits - Students

- Like course readings in one spot
- No cost for readings delivered electronically

# Copyright Checking Workflow

- Checking Electronic Library Resources using Scholar's Portal Tool



# E-book Copyright Checking



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

Can I make an electronic copy for use in an e-reserve system?	Yes	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. <b>More/Less Information</b>
Can I post a copy in a course management system?	Yes	You may include material from this resource in course management systems like Blackboard. <b>More/Less Information</b>
Can I put it in a course pack?	Yes	You may include material from this resource in course packs, which are compilations of articles for use by students in a class. <b>More/Less Information</b>
Can I link to it?	Yes	You can create a persistent (or durable) electronic link to an individual article or ebook. <b>More/Less Information</b>
Can I make print or electronic copies?	Yes	You may make print and electronic copies for personal use. <b>More/Less Information</b>

## For Libraries

Is ILL allowed?	Yes	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 <a href="#">Ryerson Library Interlibrary Loan</a> . You may also send your query via email to <a href="mailto:racer@ryerson.ca">racer@ryerson.ca</a> <b>More/Less Information</b>
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# 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

This screenshot shows the 'Copyright Information' form in the ARES system. The form includes fields for 'Page Count' (5), 'Entire Work Pages' (0), and '% of Work'. The 'Nature of Work' dropdown menu is open, displaying a list of options: 'Library Licence', 'Access Copyright', 'Fair Dealing/Access Copyright', 'Internet', 'Library Licence' (highlighted), 'Open Access', 'Other (Add Note)', and 'Public Domain'. Below the dropdown, there are checkboxes for 'Copyright Obtained' (checked) and 'Copyright Required' (unchecked). The form also includes a 'Youth at risk of ho' field, a 'Month/year' field (2004), and a 'Pages' field (352-356).

This screenshot shows the 'Copyright Information' form in the ARES system with the 'Nature of Work' dropdown menu closed. The form includes fields for 'Page Count' (27), 'Entire Work Pages' (0), and '% of Work'. The 'Nature of Work' dropdown menu is set to 'Open Access'. Below the dropdown, there are checkboxes for 'Copyright Obtained' (checked) and 'Copyright Required' (unchecked).

# 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

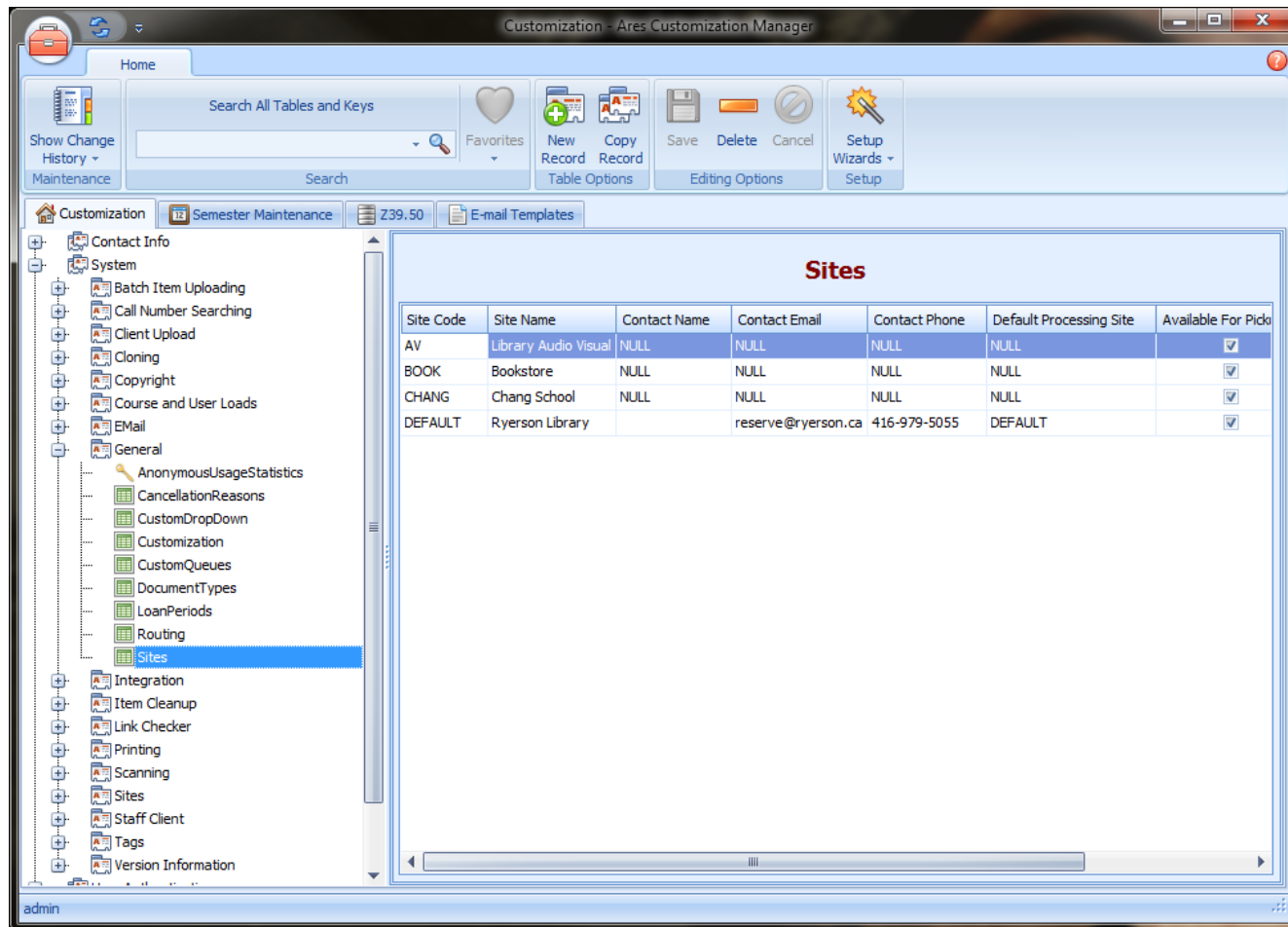
- Meetings with Campus IT & ongoing communication
- Setup Ares test server and production servers
- Install Blackboard building block on test server
- Testing Ares system and Blackboard integration
- Web interface customization
- Training
- Roll out Ares system in the production environment

# One-Stop Course Reading System Needs

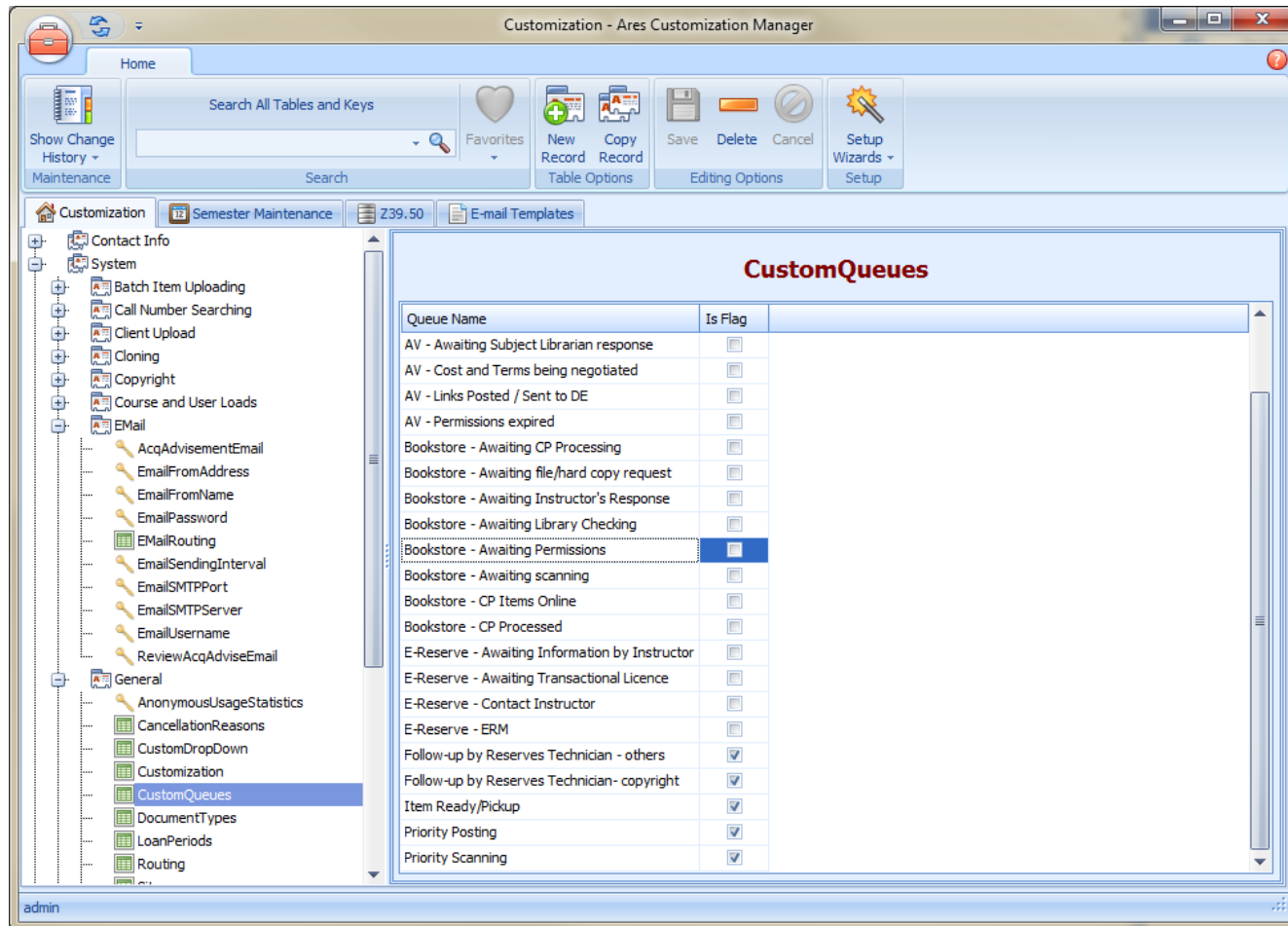
Lots of customization

- 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

E-mail Templates - Ares Customization Manager

Home E-mail

New Edit Copy Save Delete Cancel

Templates Editing

Customization Semester Maintenance Z39.50 E-mail Templates

Template Details

Name: ebookLicence Type: Item

Description: EBook Licence ☐ System Template

Recipient Name:

Recipient Address: erm@ryerson.ca

CC Address:

Subject: Ares ERM Request: CourseID (<#Course.CourseID>) - ItemID (<#Item.ItemID>)

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

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

Author: <#Item.Author>  
Article Title: <#Item.ArticleTitle>

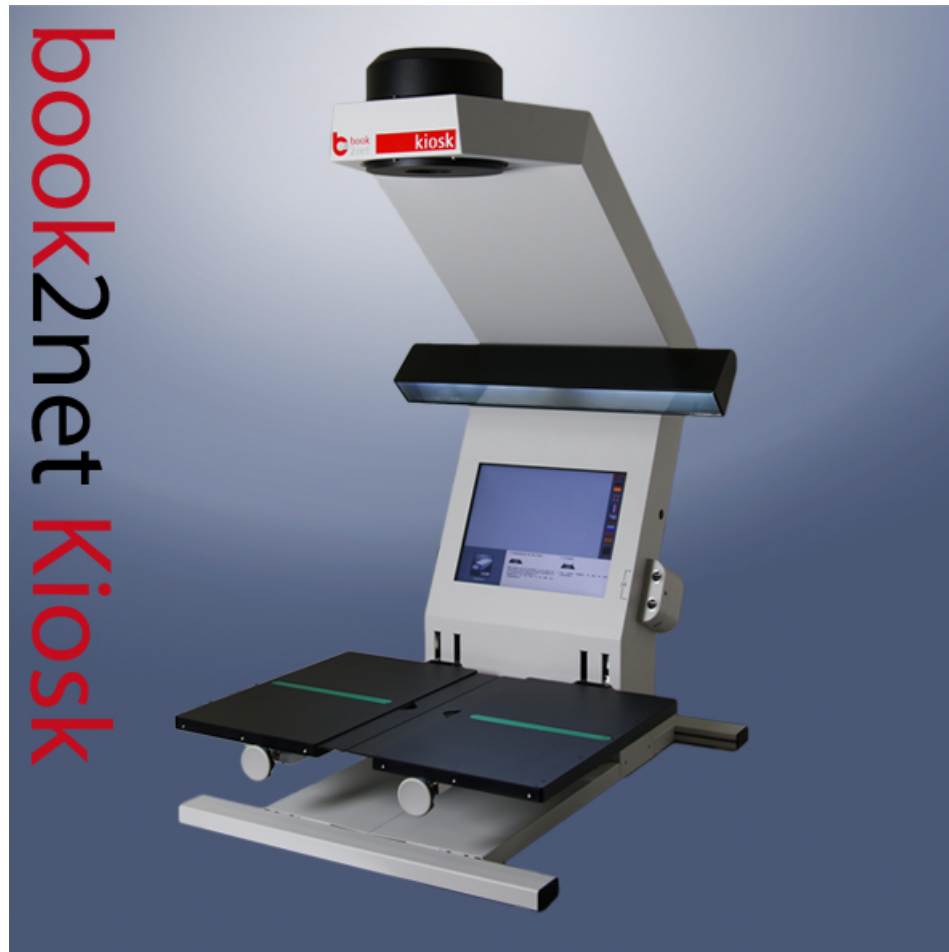
Edition: <#Item.Edition>  
Volume: <#Item.Volume>  
Issue: <#Item.Issue>  
Year: <#Item.JournalYear>  
Month: <#Item.JournalMonth>

admin



# Book Scanner

(source: book2net.net)



book2net Kiosk

# 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?