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Reaching New Heights: Improving Resource Sharing Policies and Services at Clemson University

Renna Tuten Redd
Clemson University, rennar@clemson.edu

Maggie Savidakis-Dunn
Clemson University

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Allowing Item Renewals & Multiple Requests

- By allowing renewals, patrons have more freedom to use materials at their own pace.
- Currently offer one renewal; if patrons need material beyond this time we will re-request the item
- This policy was most likely implemented in response to textbook requests but doesn't take into account extended research projects.

Requesting Items We Own

- Patrons aren't penalized when another patron checks out a book
- Patrons who check out our copy of a book aren't forced to return the book when another patron needs it

Integrating ILL, PASCAL, and Document Delivery

- ILL and PASCAL use different software; library staff and patrons have to differentiate, leading to confusion and questions.
- Merging these services into one office allows for more cross-training so that more staff can answer questions and facilitate borrowing, no matter which system is used.

Lending DVDs

- Because of the reciprocal nature of ILL, this allows us to borrow more A/V
- Loans are for a shorter amount of time
- Loans are made only to consortial institutions

Textbook Borrowing

While loan periods don't cover the entire semester, should we make this clear to the patron and order anyway? What defines a textbook in the 21st century classroom? Are we gatekeepers or facilitators?

Reprints Desk & Rapid ILL

Adding Reprints Desk allows us to comparison shop against CCC Get It Now and publishers for the cheapest article if we have to purchase it instead of borrow. RapidILL would decrease the turnaround time for a request to be filled but require more staff time.

Special Collections

ILLiad can provide reliable request and copy statistics for institutions that do not use Aeon to track Special Collections patron information and requests.

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