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CUNY/SUNY Alma Resource Sharing: A review from two CUNY Campuses

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CUNY/SUNY Alma Resource Sharing: A review from two CUNY Campuses

Tokunbo Adeshina, CUNY Bronx Community College
Silvia Cho, CUNY Graduate Center

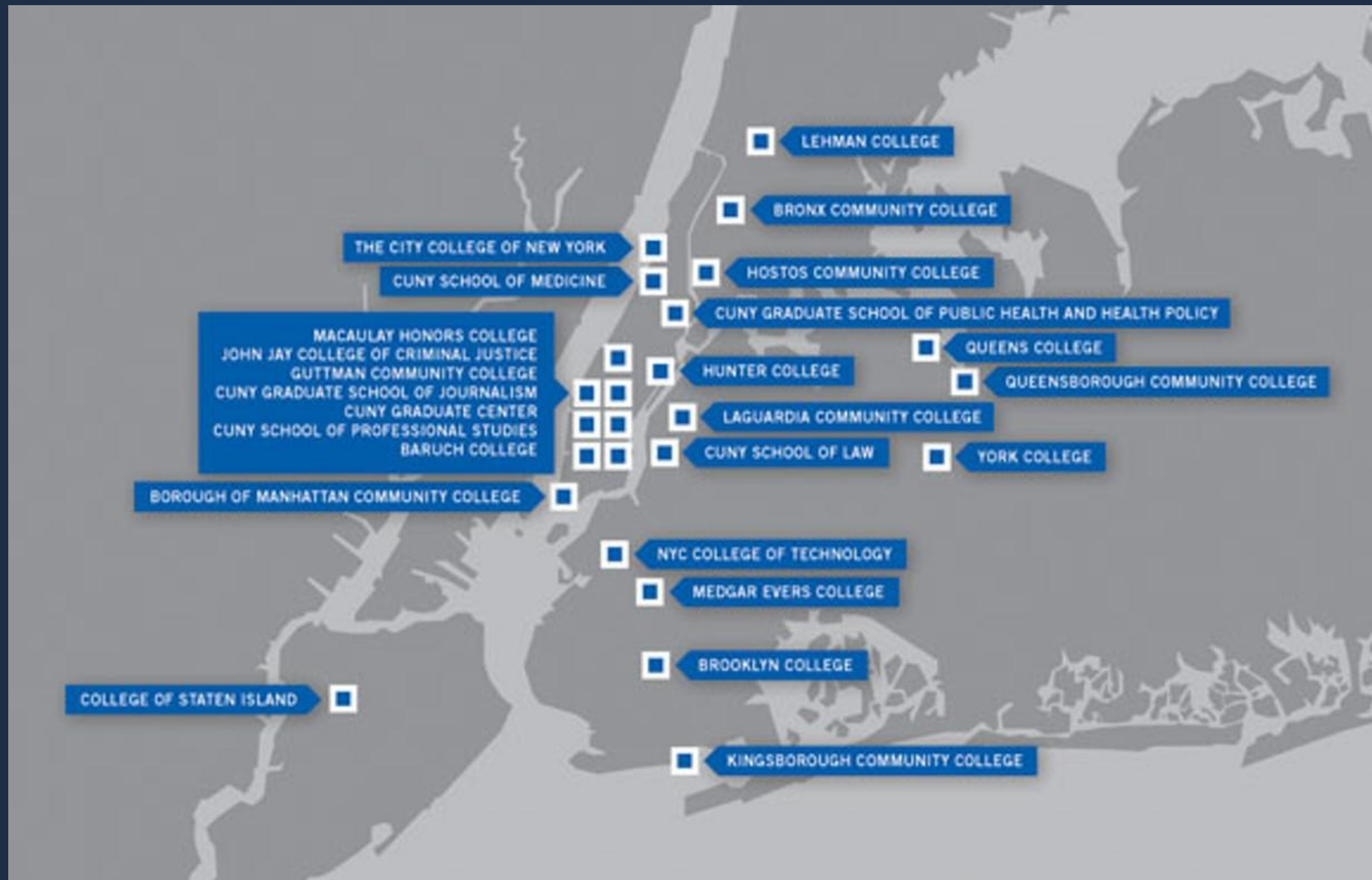
July 26, 2024
IDS Project Conference
Albany, NY



Overview

- Institutional Background
- Project Timeline
- Planning stages
- Alma RS in CUNY
- Institution Perspective of Alma RS
- SUNY/CUNY and ILL
- Next Steps.

CUNY Libraries



- **CUNY:** 25 colleges, 100+ research centers and institutes.
- **Libraries:** 31 libraries + CUNY OLS
- **Alma:** 22 IZ, 1 NZ

CLICS

- Existing CUNY intercampus delivery
- Alma RS
- ELD delivery



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MINA REES LIBRARY (ZGM)

- Separate Access Svcs (incl. Alma RS) & ILL
- IDS Project, SHARES, METRO, LVIS, XPRESS
- Free 2-day lender



BCC

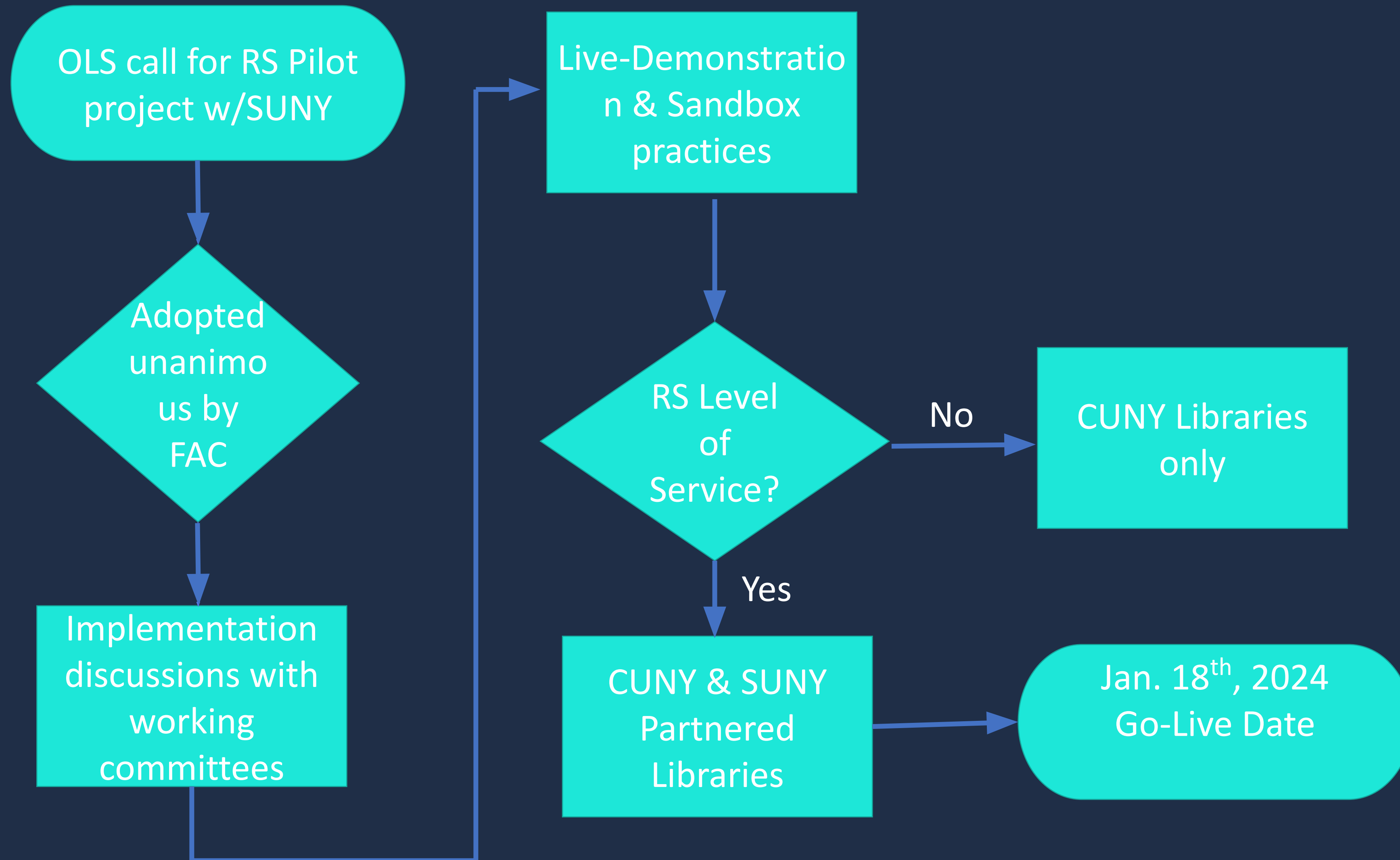
- Founded in 1957
- Located in Bronx, New York
- One of eight CUNY Community Colleges
- Hispanic Serving Institution (HSI)
- Over 40 academic majors/certificate programs
- 4,344 FTE as of Fall 2023

Access Services Unit

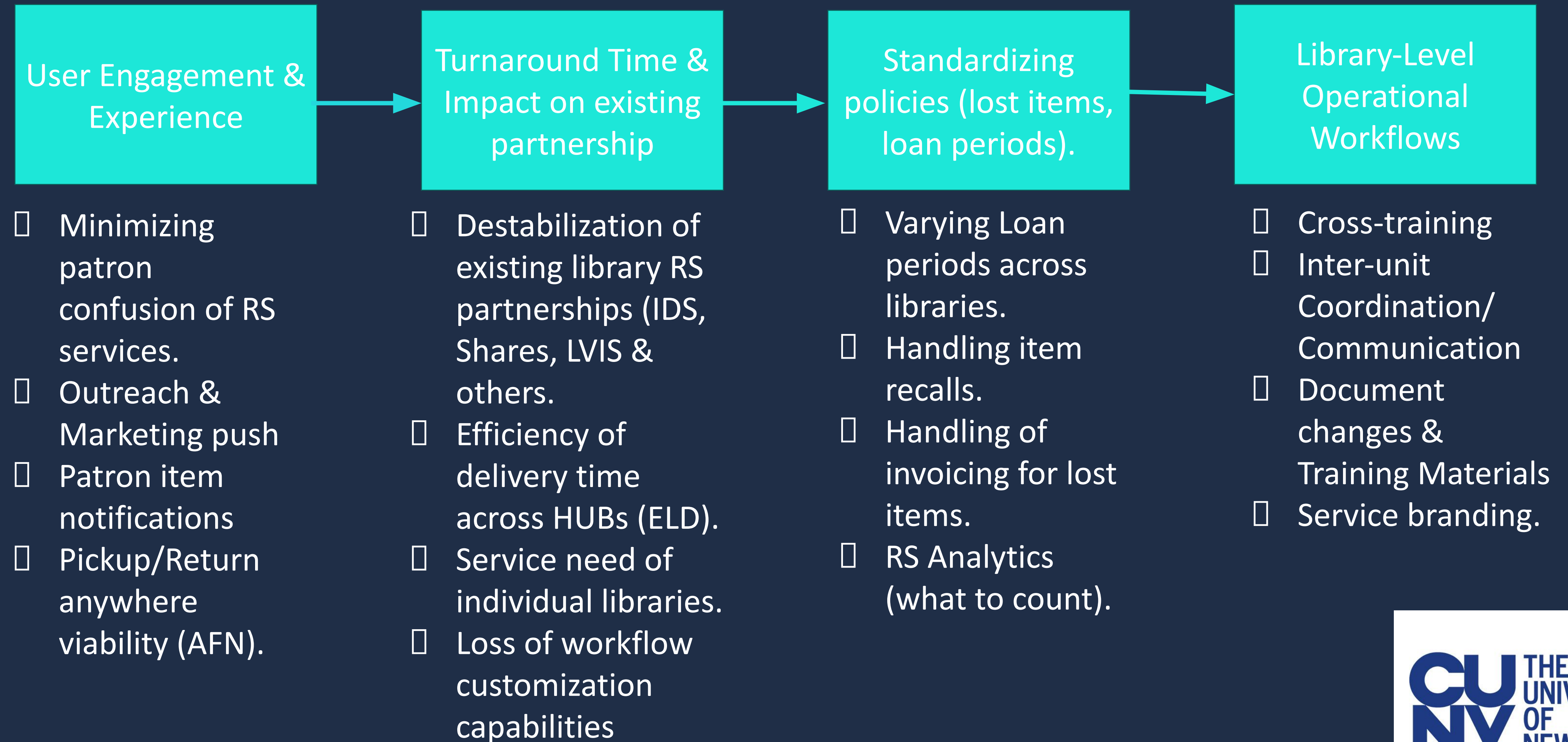
- Staffed by Two professional staffers, five (VWB) FT & seven PT administrative staff members.
- Consists of
 - Circulation & Reserve
 - Technology Services
 - Resource Sharing (ILLiad & Alma).

Project Timeline

August 2023 – January 2024



Planning Stages



RS Request Form (Level of Service Display): Patron View

Request a physical copy from CUNY or SUNY



- If this is a multi-volume set:
 - Enter the volume you are requesting for quicker turnaround time.
 - Enter only one volume per request.
 - Place additional requests for other volumes you need.
- If a copy is not available at *any* CUNY library, the request may be filled by a library outside of CUNY. In that case, the item will need to be picked up at **this** requesting library (and not the preferred pick-up location you select).
- You will receive an email when your item is ready to be picked up.

Title

* Digital technology and d

Volume (if multiple volumes; 1 request ...)

Email

tokunbo.adeshina@bcc.cuny.edu ▼

Preferred Pick-up Location (Campus)

* CUNY Graduate Center ▼

Pick-up Location (Requesting Campus)

* Mina Rees Library ▼

Look beyond CUNY?

* No, find a copy only at CUNY (pick-up at preferred location) ▼

↻ RESET FORM

➤ SEND REQUEST

State of Alma RS in CUNY

- CUNY Libraries partnered with 52 ELD SUNY Campuses within Alma for physical RS loans.
- Alma Physical RS fill rate during the first three months university wide averaged 59%.
- Within this period, 6620 borrowing requests were submitted through Alma.
- RS Level of service
 - 21% (or 1,390) opt in.
 - 20% (or 1,324) opt out.
 - 59% (or 3,906) did not respond.
- CUNY Libraries were net lenders (20 CUNY Libraries to 52 CUNY Libraries).

Institution Perspective of Alma RS

Partnership

- Strategic priorities (User-centered service)

Interests & Needs

- Challenges and Considerations

Context (01/16/2024 – 04/23/2024)

| Institution | Borrowing Requests | RS Opt-In | RS Opt-Out | Fill Rate |
|-------------|--------------------|-----------|------------|-----------|
| BCC | 194 | 33% | 11% | 57% |
| GC | 882 | 18% | 15% | 72% |

- Outreach engagement (library workers and institution members).
- Lessons learnt so far.

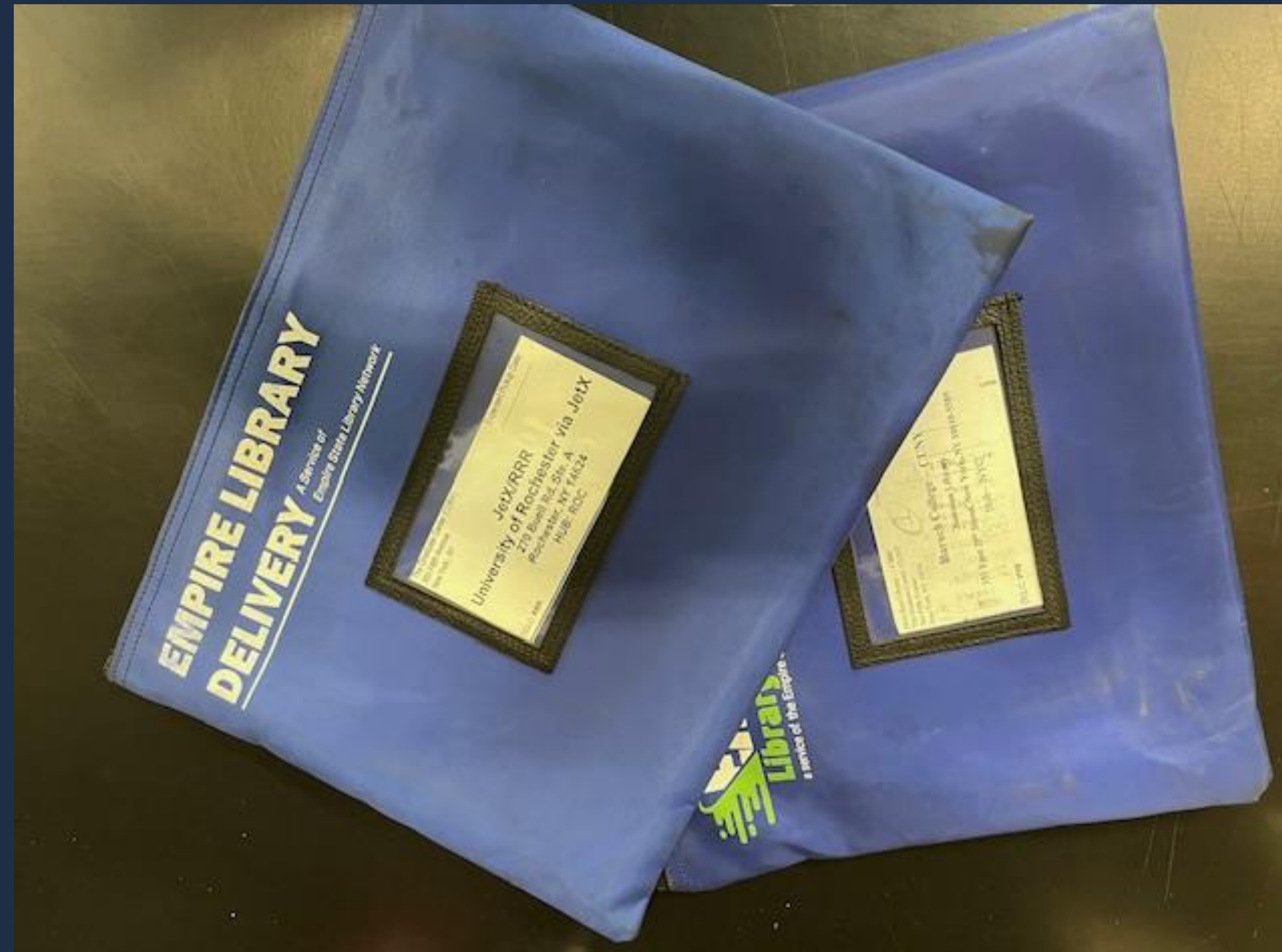
SUNY/CUNY & ILL

- Each library organized differently
 - Integrated Access Services (i.e. Alma RS) /ILL (e.g. BCC)
 - Independent Access Services & ILL (e.g. GC)



- Some Questions

- Continue offering ILL from SUNY campuses, in addition to Alma RS?



- Continue offering ILL request options in Onesearch?

ARABIC POETRY
A Primer for Students
A.J. Arberry

BOOK

Arabic poetry; a primer for students
Arberry, A. J. (Arthur John), 1905-1969, editor.
1965

May be available; see options >

Send to

EMAIL CITATION PRINT PERMALINK REFWORKS ENDNOTE EASYBIB EXPORT RIS EXPORT BIBTEX

How to get it

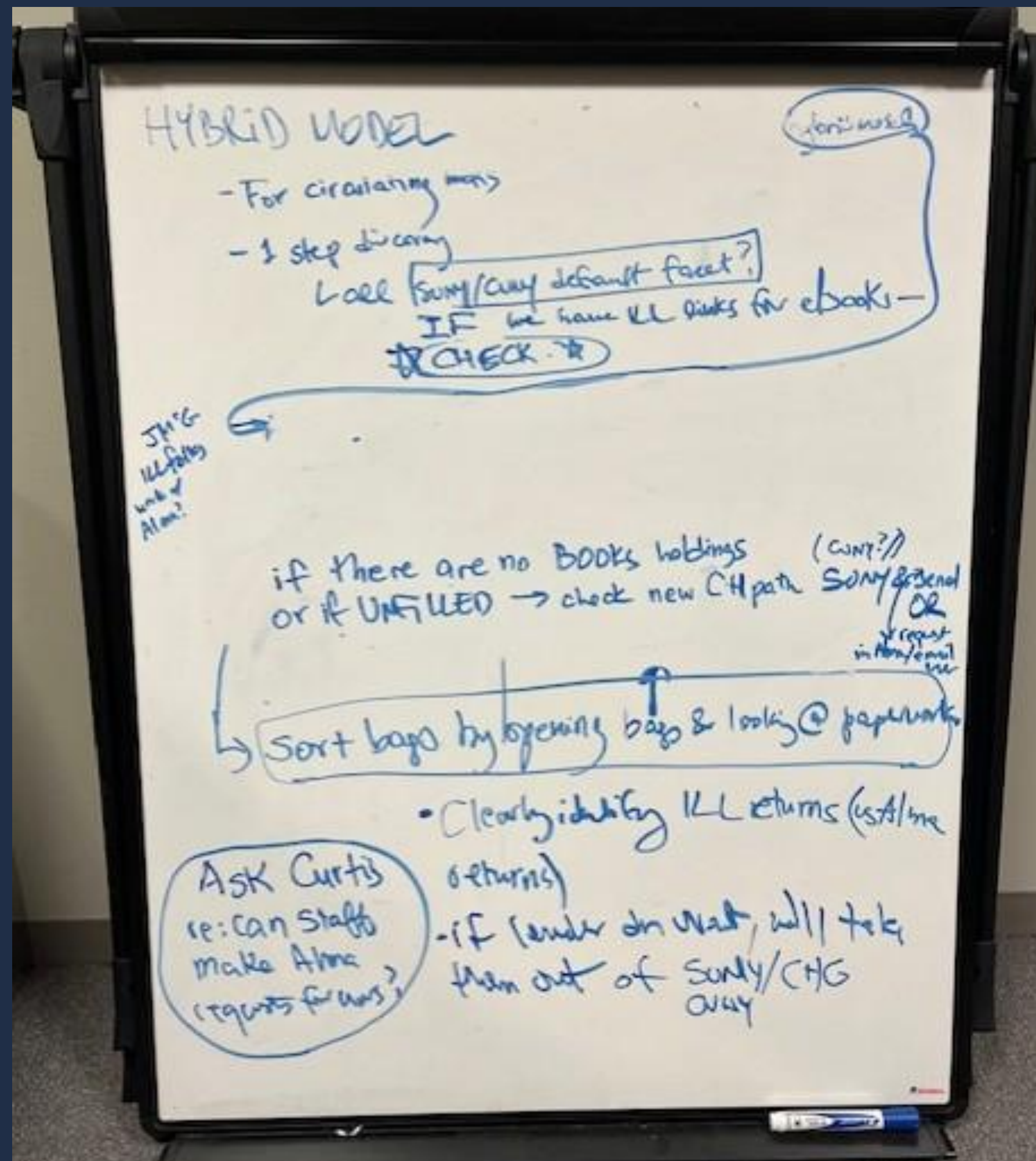
Request a physical copy from CUNY or SUNY >

Additional services

Request PDF of chapter(s) (up to around 50 pages) [external link icon]

Request print book via interlibrary loan [external link icon]

- Cross-training & cross-unit communication/coordination?



- Deliveries, ELD bag sorting
- At patron pickup

What's Next?

- Improve Fill Rates:
 - Refer Alma RS requests to SUNY libraries by default
- Increase services:
 - Document delivery
- Alma/ILL system integration
 - Unfilled Alma RS requests referred to ILL
- **Overall Objective:**
 - All borrowing requests receive full consideration with all available options.

Thank You!

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