Checked Out! Episode 4 Transcript

Maggie Ressel: Hi everyone! This is Maggie Ressel, Director of Access Services for the University Libraries and Teaching & Learning Technologies. Welcome to Episode 4 of "Checked Out. As you all wind down the semester and get ready for summer, we thought we'd highlight some of the things that our staff in the libraries have been doing for the last two months to keep this spring semester successful for our students and faculty. There's all kinds of changes that have happened in order for us to get you the research and teaching materials you need. We'll hear from Jazmin Arevalo from Discovery Services and Rainey Marvin from Access Services to hear about some of the things they've been doing and challenges they've incurred during this time of COVID. And without further ado, I'll turn it over to Sasha and Sean for Episode 4.
Pause
Sasha Soleta: Thank you, Maggie, for that introduction. I am Sasha.
Sean Busey: And I'm Sean. Welcome to an episode, uh, the fourth episode, in fact, of "Checked Out", the university libraries' podcast. Uh, Maggie is your boss.
Sasha: She is my boss! So we gotta be cool right now.
Sean: Do you...do you feel the need to like...like make this episode just all the better because she did the introduction?
Sasha: I feel the need not...not to talk smack right now [Laughing]
Sean: [Laughing] I mean...'cause you talk so much smack about Maggie.
Sasha: But mainly I have to make this episode the best ever because we are...it's hitting home for us, today, this episode. Well, for me, for you...
Sean: We...we interviewed two people that we work with regularly, professionally - uh, one of whom, even though she's your coworker, I hired her so-
Sasha: Shhh... Hey, Rainey and I are "Lone Survivors", so when this was all starting and we were phasing our closures out, my position and my co-worker's position Marie, and Rainey, we were some of the last people to remain in the building. So we called ourselves "Lone Survivors". And we would have delightful lunches, six feet apart, yelling at each other.
Sean: And I was the exact opposite because when it all started, I can do my job entirely remotely, pretty much. So it was one of those things where it was like, "You are out." And I established what is like a survivor colony in this zombie outbreak, uh, metaphor. You know, you guys are the "Lone Survivors", and then in the...in the credits, you come over a hill and you see my little settlement surviving, and that sets up the sequel.
Sasha: Psh...your settlement's lame. We've got the books!
Sean: [Laughing] All right. So today, we interviewed Jazmin Arevalo from Discovery Services and Rainey Marvin from Access Services about how people are literally still able to use library resources even when they can't go to the library.
Sasha: So with us today we have Rainey Marvin from Access Services and she works specifically with course reserves and even more specifically – we're drilling down - she works with hard copy course reserves.
Sean: Yes. Yeah, all those undergrads that are like, "I need a book! I need a book! The books store is out!", Rainey might just be your savior.
Sasha: Yeah. For all the anatomy model people, Rainey is your savior, and if you don't have like a poster of her in your locker or wherever you

would, like, your hang your deity posters, shame. Because you should have one of her.
Sean: Yeah. So thank you for joining us, Rainey.
Sasha: Yes, thank you for joining us.
Sean: It is nice to talk to you in these quarantine times.
Sasha: So please, describe the work that Access Services does, and what Access Services is, and more specifically, like, what you do.
Rainey Marvin: Well, Sasha, we provide access.
Sasha: What? [Laughing]
Rainey: [Laughing] I know. But we...we house circulation, campus operator link plus, course reserves, and interlibrary loan...um...so all the ways that you can get stuff that you need from our library or from other libraries electronically or physically. And within that, like you guys said, I do the course reserves, hard copy course reserves, anatomical models, and then I help out with electronic reserves and interlibrary loans a lot.
Sean: Nice. I like how Sasha asked like that like she didn't know.
Sasha: I didn't know she did any of that. I just... I just, I just answer phones, so-
Sean: It's almost like she doesn't work in the department or anything.
Sasha: No.
Rainey: She just sits in her corner and ignores us all.
Sasha: Uh-huh.
Sean: Feeling superior.
Sasha: While I file my nails just-
Sean: [Laughing] So how has your job changed now that COVID is a thing?
Rainey: I mean I basically can't do my job, um, 'cause we're not doing any hard copy stuff. We're not doing anything with the anatomy models. Those have all been stuck in Mark's cube for now, until we can put them back out. [Laughing] Um, but I do go in and I scan things twice a week, and we have actually scanned - let me find the statistic I had - yeah. So since March 30th, I've scanned 243 things for interlibrary loans and for and for electronic reserves. Yeah.
Sasha: So have you seen a lot of those hard copy reserves getting scan requests for E-reserve, or...?
Rainey: We did in the beginning. Um, I think we had like four or five when we had multiple chapters out of those just to get the last couple of chapters up for students that didn't have access to those books.
Sasha: So have you received like any feedback from students or faculty about the transition, especially in regards to reserves?
Rainey: Um, from- for reserves, they're just really excited that we're still scanning stuff. You know, a lot of it has been that they're surprised that we're still scanning. And also with the book pick-ups, they're surprised that they can still get their hands on books. And so it's been generally good feedback.
Sean: So...so you're still delivering books to faculty then? Is that...
Rainey: Um, what we do is we'll set up like a contactless pickup so that they can come and we'll just put it outside and they come and get it after we walk away.
Sean: Okay.
Sasha: Or at least they're supposed to-
Sean: About to say, is it- it's almost like one of those heist movie exchanges.

Rainey: Yeah, a little sketchy
Sean: Yeah. It's like "We'll give you the money for the book", like that. [Laughing]
Rainey: [Laughing]
Sean: Is there a long-term plan for this to continue during the summer sessions while remote learning is still a thing? What is the long-term, you know, plan as long-term as...yeah, our sheltering in place is, I guess?
Rainey: Um, so right now what we're doing is I'm still gonna be going in to scan two days a week as long as this is going for.
Sean: Mhm.
And then, um, we've been encouraging faculty members to get in their requests for electronic reserves as soon as they possibly can so we can do a couple chapters out of a book for them. But we need that soon since I'm only in there two days a week so I can only process so much at once.
Sean: Yeah.
Rainey: And we're also trying to get people to not put in any hard copy requests for right now because we don't know when they're gonna have access to that, so...
Sean: Mhm.
Rainey: Just electronic.
Sean: So, I'm...I'm curious, then. With...with scanning for reserves, there's always issues of copyright. You can only scan so much of a book unless - you know this...y-you know and you have like some permission or something. How does that impact what you can scan and how much of it you can scan?
Rainey: Well, we have to stay within copyright. We, obviously, budgetary reasons, we can't go over right now.
Sean: Mhm.
Rainey: And so, that's mostly on Georgia Grundy to make sure that we're within copyright on that and double-check that if...if it's gonna go outside of copyright, is it something that we can afford? Is it something that's in the collection so we can go a little bit over? All those kinds of considerations happen on her end, and then she lets me know what needs to be scanned and when it's needed by.
Sean: Mhm. So there...there hasn't been any publisher sort of relaxing the enforcement of that because of, you know, extenuating circumstances?
Rainey: Nothing that I have heard about. Um, I don't really see that necessarily being a thing on their end, but we do have Access to Hathi so we have access to a lot of books electronically there.
Sean: Yeah.
Rainey: And we've been able to utilize that.
Sean: Yeah. I kind of figured that would be the answer, but...
Rainey: [Laughing]
Sean: [Laughing] I guess I could hope.
Sasha: And then from the document delivery standpoint, I guess a lot of people don't know what Document Delivery is and ILL is. Can you give us a quick explanation of what ILL and Document Delivery are?
Rainey: Sure. So ILL is Inter-Library Loans, and with that, we're able to get books and articles and book chapter scans from libraries all over the world for our patrons. Document delivery is part of that, and that's us scanning requests for our patrons. So you can put in your requests by going to the ILLiad link. That's on the quick links of the library

homepage. And you just log in with your NetID and password there, and then you put a request and Jennie processes those. Right now, we're not getting any physical books in with that for...obvious reasons. And we also can't request E-books through there.

Sasha: But have you s- has Jennie seen an increase in requests to ILL since this has started, or, document delivery requests?

Rainey: Yeah. She says that there's...there's been an increase recently. Um...she's been having to send a lot out to other libraries, so there's been a lot of stuff that we don't actually have access to.

Sasha: Have other libraries been as responsive as they've been in the past, or are they also dealing with closure issues?

Rainey: Um, yeah. Her job has been more difficult 'cause there have been a lot of that have been closed. Um, there are some that are still going in to scan, but a lot of them are doing like electronic only.

Sean: Hm.

Rainey: So it just depends on if they have it electronically or not, whether or not we can get access.

Sean: Just a big pile of complications on top of what was already complicated.

Rainey: Definitely. People are confused about renewals and things like that and whether or not they actually have an interlibrary loan book, and if you're confused about anything like that, go ahead and email docdel@unr.edu and she'll help you out with all that.

Sasha: One of like the huge things that we get at the Access Services desk asked for that you're in charge of are anatomy models.

Rainey: Hmm...

Sasha: Yeah, you know the question is coming.

Rainey: My favorite things in the world.

Sasha: And I know...people don't know this, but right before this all happened, Rainey worked with...uh, what department is that?

Rainey: Um, so...specifically it was with, um, Katherine Dirk, Nathan Gerth, and Emily Dunster. We scrubbed those models with toothbrushes and soap to get the years of pencil mark and just like general filth from people handling them off.

Sean: Mhm.

Rainey: And then Katherine took these amazing photos of them. Um, they're really incredible. And we built a whole new website for them. And we actually saw this time last year there were only a couple hundred page views for the month. This year, it's been over a thousand.

Sean: Nice.

Sasha: So-

Sean: Very nice.

Rainey: So people have...really been using that.

Sasha: So for those of you who are jones-ing for some anatomy models, you can go onto our website and take a look. The pictures are very nice - very high quality.

Sean: Yeah.

Rainey: I think it helps a lot of people out there with those...that nice transition. And it was something we were doing pre-COVID! But turns out, it helps everybody during this...this time.

Sean: In the time of COVID.

Sasha: In the time of COVID.

Sean: Yeah. Um, so...let's say faculty wanna learn more about Access Services. Where do they go? Where is the customer service desk? [Laughing]

Rainey: [Laughing] Well, physically, Sean, it's on the second floor. But they can't go there right now.

Sean: Yeah.

Rainey: Um, so the best place is gonna be to go to the library website. And under quick links, you can get to course reserves and interlibrary loan. And those are gonna be probably the two biggest things that they're gonna need from us right now is to put in requests through there. And there's a lot of information on those sites about what they can request, what they can't, time frames and copyright, and all kinds of really helpful things that they might need to know.

Sean: Yeah.

Rainey: So it's gonna be the best bet.

Sean: Awesome.

Sasha: So, what makes Access Services such a valuable asset to this campus community?

Rainey: Well, Sasha...

Sasha: Well, Rainey, [Laughing] Let's be real.

Sean: She has a list.

Rainey: There is! Here we go.

Sean: It's like... [Stammering] a top ten list.

Rainey: [Laughing] Well...so for during like normal operations, you know, we are really one of the first places that people come in the library with their questions, whether or not it actually regards to us. We field a lot of questions about the libraries and about the campus itself, and help people get into contact with the right people, and we help them get into contact with their liaison librarians for research. Um, and then we also help them find any materials they may need that we can get them. Um, whether that be materials that we have or materials that we're gonna get them from somewhere else, it's a really important area for them to be able to know where it is and what we do because we can get them so many things.

Sean: Well said!

Sasha: Well, thank you so much for taking time out of your workday to talk with us today on this podcast.

Sean: Yeah! We appreciate it.

Sasha: Uh-huh!

Sean: It's good chatting with you. It's...it's...uh...it's amazing how rarely we would see each other anyway, and now there's...it feels like there's a...like a physical block. You know, with quarantine, who knew?

Rainey: Who woulda thunk it?

Sean: All right. Well, thank you.

Sasha: All right! Thank you.

Sean: And...uh...yeah. I guess we'll hopefully see you in like a year...or two. [Laughing]

Sasha: I don't know. Rainey and I are "Lone Survivors", so we'll see each other again. [Laughing]

Rainey: [Laughing]

Sean: Okay. Okay. Okay.

Sean: All right. So, uh, today, we are talking to two people, one of which is Jazmin Arevalo from Discovery Services. Hello, Jazmin.

Jazmin Arevalo: Hello!
Sean: And thank you for being with us. I know you guys have been working pretty hard. I've seen and responded to several of the emails. You guys are working your tails off.
Jazmin: Oh yeah. [Laughing] All them coming in.

Sean: Yeah.

Jazmin: So, Discovery Services is a unit within the technical services suite in the libraries. Um, we maintain online access and work with vendors to resolve any issues that come up with remote access. This includes making sure that the "Find It' button works properly in our online databases, and it reflects the accurate holdings in Google Scholar. Um, I've been in Discovery Services since 2017. Um, and I have a couple shared roles in, uh, the department. I troubleshoot any issues that we receive from our library users through a ticketing system usually, or what we receive through email. Since migrating to a new CMS, I've also picked up the role in maintaining the library's website content. Uh, this includes making edits to existing pages as well as planning and creating new content as requested by our library faculty and staff. With the new CMS, we now have like an awesome way to promote our library news and resources through the university's online news platform called "Nevada Today".
Sean: Yes. We're acquainted with Nevada Today. We were in it recently!
Sasha: We kinda like Nevada famous now!
Jazmin: [Laughing]
Sean: [Laughing] Which is just saying not at all.
Jazmin: [Laughing]
Sean: [Laughing]
Sasha: [Laughing] So, jumping off the point of what you used to do- well, you still do it in Discovery Services. But let- well, we'll put that as pre-COVID times. Now that we're in the quarantine, what have you guys been doing in Discovery Services?
Jazmin: Um, so I guess- I guess pre-COVID-19, not much has changed since we moved to remote work. I guess one thing that has briefly changed is most of our troubleshooting was done in a collaborative setting, so with my colleague Emily being in the cube right next to me, I would just pop my head over the wall and just kinda discuss what the potential cause of the issue was, the user reported. Sometimes I would even walk over to Shawn's cube, be like "Hey, Shawn, can you verify that we have access to this journal from these years?" So that...that is one thing that has changed. Also, what we're continuing to do is just ensure that all of our access to our online subscription is as seamless as possible. So, just continuing to review our access through the knowledgebase, which is the big...I guess like the great big book of everything. [Laughing] It's where all of our online resources, where we activate, it, where we deactivate it, this also is a place that populates OneSearch, so all those journal articles, the E-books, streaming video, has it basically just turned on in OneSearch and the Journals' A-Z List.
Sean: Right. So then when someone's like, "I want to find out about renewable energy!" Then they type it in. You make all those articles pop up immediately.
Jazmin: Yeah. So through that, it's possible. And I guess, right now what we're continuing and working on is a lot of our vendors created

complimentary access to some databases, so like amidst of the COVID-19, like because of this, we're gonna open up our resources, so we've been working very closely with ERAS to ensure that those are discoverable. So for this, we first need to kinda see whether or not our users can access these resources through off-campus. Then, uh, we go into the big knowledgebase and we activate it and make sure that users can discover it through OneSearch if possible. If not, we then create a database entry on the Databases A-Z List. Um, and users can find this if they search by the database type uh, called temporary access.

Sasha: Have there been a lot of databases opened up to temporary access now, or...?

Jazmin: Um...there seems to be quite a list. I think right now we have eight databases on our Databases A-Z List that we're making available. A lot of them seem to be behind the scenes. Like just, oh here's like an extra collection we're turning on, and it's mostly related to COVID-19 research.

Sasha: Oh, okay.

Sean: With remote learning being in place, you know, for the foreseeable future, uh, what sort of feedback have you received from, you know, students and faculty?

Jazmin: So, you know, we have a few databases that require users to be on-campus, on our campus IP, um, to create accounts or access content, so we were able to quickly contact the vendor and, you know, let them know if they can adjust our access or permissions in the meantime, you know. That way, our users can access this content. So, kind of again, we are working with ERAS and the rest of library faculty and staff to kinda create a list of our...of these online resources that have been recently opened to us amidst of COVID-19\. And this list can actually be found through our confluence page as well as the Databases A-Z List. The libraries have a total of 443 databases, over a million E-books, and over a hundred thousand E-journals that they pay for. Uh, our department pretty much works closely to ensure that these resources are available to all of our students, faculty, and staff, because they cost a lot of money.

Sean: You're like the gatekeepers.

Jazmin: [Laughing] Yeah. Basically.

Sean: You know, if you don't- if you don't turn that little key, no one can open that door.

Jazmin: I mean, especially in a time where we're being hit by budget cuts, it's pretty essential that they're made available and that users are using it. Um, that way, we can kinda track whether or not it's an important resource, um, and whether or not we can cut it.

Sean: So is there...is there anything else that you'd like to, uh, to add on? Anything else you want to make sure to mention?

Jazmin: Please report any, um, problems or issues that you could be experiencing related to off-campus issues, incorrect date holdings, or just any other issues that you could be having. Um, we're happy to fix it. You can submit a problem to us through a variety of ways. If you're in OneSearch, you can use the "Report a Link Problem" on the top right corner. You can also shoot us an email at Discovery@lists.unr.edu, or even through the library chat. Uh, we aren't on the library chat, but those who are on it do an amazing job at forwarding those problems over to our ticketing queue.

Sean: That would be the peer-research consultants that we already
interviewed.
Sasha: From Episode 2!
Jazmin: Oh. Perfect!
Sean: So, contact your PRCs, people! [Laughing]
Sasha: Yeah!
Sean: We're the masters of self-plugging, I guess. [Laughing]
Jazmin: [Laughing]
Sasha: Well, thank you for taking some time out of your day to talk with
us and so we could learn more about Discover Services. I didn't know much
about Discovery Services, Sean.
Sean: [Laughing]
Jazmin: [Laughing]
Sasha: I hope you knew more about Discovery Services than me.
Jazmin: [Laughing]
Sean: I mean, I work about- in non-quarantine times, I work about six
feet away from Jazmin and talk to her most days, so...
Jazmin: [Laughing]
Sasha: I would hope you know something.
Jazmin: [Laughing]
Sean: [Laughing] Wait, who is this that we're talking to? No.
Sasha: Are we talking? What's going on? [Laughing]
Sean: [Laughing] Who are you? Um, no. No. Thank you for joining us,
and, uh, uh, have a... have a good day.
Jazmin: Yeah! Thank you so much!
Sasha: All right! Thank you guys for that lovely interview. I feel like
both of those interviews hit kinda close to home for us.
Sean: Yeah! Yeah. I mean, you obviously work in Access Services.
Sasha: Uh-huh.
Sean: I work, uh, Discovery Services adjacent up in Tech Services with
Jazmin. I used to work in Access Services. Uh, alluded to, I hired Rainey
Marvin as a student worker way back in the day.
Sasha: See, and for me, I do work with Rainey, so that's a real close
connection, and I thought that Jazmin was in your department! So [
Laughing] I was under the impression y'all were one big thing.
Sean: I've said before, we- we are... we are like the Mount Doom of the
library.
Sasha: Yes.
Sean: Uh, you know, people don't know what goes on in there.
Sasha: We...we don't.
Sean: All right. So, uh...
Sasha: It's time for NPR credits!
Sean: Wahoo!
Sasha Wahoo!
Sean: You have to do- you have to do your best NPR voice.
Sasha: Uh, I am going to. I'm going lower and deeper. All right. [
Laughing]
Sean: This is how we never get hired by NPR.
Sasha: Speak for yourself. All right.
Sean: [Laughing]
Sasha: [Laughing] As always, your hosts today were me, Sasha Soleta,
and Sean Busey. Our guest today was Jazmin Arevalo from Discovery
Services, and Rainey Marvin from Access Services.

Sean: And thanks as always to the library podcast team: Maggie Ressel, Michelle Rebaleati, Lucas Starner, Jill Stockton, and Joe Gurgui.
Sasha: And then a special thank you to Maggie Ressel who did our amazing introduction today. Our episode music is provided by Better Days by Lewin Wikstrom, courtesy of Universal Production Music.
Sean: All right. And thank you, as always. Thank you for listening. Until next time, this is "Checked Out" checking out.