

Resource Accessibility Services – Covid-19 Response

GMU Libraries – Access & Resource Management

COURSE RESERVES

What does Course Reserves do?

Course Reserves encourages any faculty members to place electronic reserve requests to have course material made available online for controlled student access. The Reserves Team can either have materials digitized and uploaded or electronic resources linked to a course reserves folder in Blackboard. After the first item is posted in the course folder, the Reserves Team will send a Blackboard Activation email with a link which allows the faculty member to make these materials available to their students. Please note, the Reserves Team consists of a small staff. We will process any requests as quickly as we can. With this in mind, please provide as much extra time as possible.

What type of materials can Course Reserves process?

Course Reserves staff are restricted to only Mason-Owned, Open Access, or materials freely available online for e-reserve purposes. Please keep in mind, we are unable to digitize media materials due to copyright restrictions. Currently, the Reserves Team has access to Mason's physical collections and is able to scan PDFs of these materials. We are also able to place any electronic resources owned by Mason Libraries on e-reserve.

Unfortunately, we are unable to digitize media materials to place on e-reserve due to copyright restrictions. Nor are we able to purchase subscriptions to electronic materials. Currently, the Reserves Team is also restricted from placing rush purchase requests for physical materials and rush recalls for items currently checked out to patrons. However, the Mason Reserves Team is able to post digital media owned by or for which Mason Libraries has an active license.

What are the guidelines for placing a Course Reserves request?

- Check to see if Mason owns the material on the library's website: <http://library.gmu.edu/>.
 - If we do not, we suggest trying to request something similar to the original materials needed that Mason does own. Subject librarians can be consulted to assist in finding alternate materials.
 - If you cannot substitute, let us know when you place the request and we can attempt to source the needed material through alternate sources.
- One citation per request. If you need multiple chapters from the same book, we need a request per each chapter.

- Requests are processed in the order they are received. We do try and prioritize requests that need a quicker turnaround time, if possible.
- 'Needed by Date' in the online form is one way we can try to do this. Faculty members need to put in the exact date the material is needed by for that day's class.
 - Do not put ASAP or immediately. We need an **exact date** to help try and prioritize accordingly.
- Incomplete forms will cause delays.

How do I place a Course Reserves request?

- 1: Go to: <https://library.gmu.edu/>
- 2: Click the 'Reserves' button in the middle of the screen.
- 3: Click the 'Place Items on Reserve' link.
- 4: Log into ILLiad with your Mason NetID and Password.
- 5: Click the '**New Reserve Request**' button on the left side of the screen.
(If you do not have this button, contact the Reserves Team at: ereserve@gmu.edu.)

****Please note that if you click 'New Interlibrary Loan Request,' your request will come in as an Interlibrary Loan request and not a Reserve request****

- 6: Fill out the form (i.e. class information, book information).
- 7: Click 'Submit' at the bottom of the screen.

More Information? Questions?

Additional Reserves Information: <https://library.gmu.edu/for/instructors/reserves>

Online Tutorials for Reserves: <https://library.gmu.edu/tutorials/reserve-request>

More questions? Please contact the Mason Reserves team at: ereserve@gmu.edu

INTERLIBRARY LOAN

What does Interlibrary Loan do?

The Interlibrary Loan Team encourages any students to place an ILL request for course materials they are unable to access from home. Once acquired, these materials are available through the patron's individual ILLiad account where the material can be downloaded to their personal computer as a PDF. After fourteen days, this material is no longer accessible and is auto-deleted from their ILLiad account so students are encouraged to save a copy for extended use.

What type of materials does Interlibrary Loan have access to?

The Interlibrary Loan Team is providing document delivery and interlibrary e-resource borrowing services. This means they are able to scan and electronically send article/chapter requests of textbook materials that Mason Library owns and is able to look into if the material is digitally available/able to be scanned at other institutions.

How do I place an ILL request?

- 1: Go to <https://library.gmu.edu/>
- 2: Find the 'My Library' box at the bottom of the page and click the 'Interlibrary loan' link.
- 3: Click either the 'Intercampus Loan' link or the 'Interlibrary loan' link on the main page.
4. Log into ILLiad webpage with Mason NetID and Password.
- 5: Fill out contact form, if you have not used Interlibrary Loan services before.
- 6: Click the 'New Interlibrary Loan Request' button on the left-hand side of the screen.
7. Select the 'Interlibrary Loan Article / Book Chapter Request' button in the middle of the screen.
- 8: Fill out the form for the chapter you are presenting on.

Note: For the 'Not Wanted After Date' field, please input a couple of days before you are presenting to help the ILL staff prioritize patron needs for scanning.

More Information? Questions?

Interlibrary Loan website: <https://library.gmu.edu/use/ill>

Questions: illloan@gmu.edu

MORE RESOURCES

Copyright Issues & Shifting Course from the Classroom to Online

Many faculty members are concerned about copyright issues in transitioning online. Mason Publishing has put together this useful info-guide to help answer faculty members various questions about this concern: <https://infoguides.gmu.edu/cconline>.

Media & Streaming

Neither the Reserves Team or the Interlibrary Loan team are able to digitize media items for online viewing. Faculty members are encouraged to check if your films are freely and digitally available through our online media databases, or if there are potentially alternative films already digitized, by visiting this Film info-guide: <https://infoguides.gmu.edu/media>. If you would like us to electronically post anything you find in these databases, please place a reserve request via ILLiad and we will post the digitized film to your course's Blackboard.

If you are unable to find either, we suggest you contact our Media Librarian, Heather Darnell (hdarnell@gmu.edu), to see if she might be able to provide further assistance. This is because she might be able to place an e-resource request to see if Mason Libraries can license the film(s). Please note, Heather's funding for this is limited and some videos might not have a streaming option for libraries. When contacting Heather, you will want to make sure that you provide her a list of the films you are interested in.

Publisher & Vendor Support for Access to E-Resources

Utilize this info-guide to find out what kind of publisher and vendor support has become available in response to Covid-19: <https://infoguides.gmu.edu/c.php?g=1014231&p=7357025>

More Information about GMU Libraries & Covid-19?

For more information on University Libraries and Covid-19, please visit our update pages:

- On-Site Services: <https://library.gmu.edu/covid-19-service>
- Digital Services: <https://library.gmu.edu/covid-19-updates>