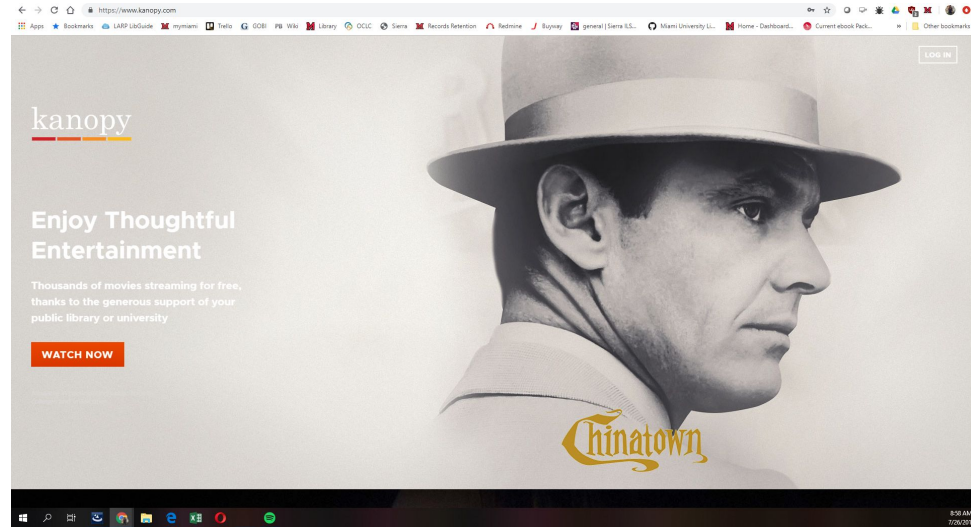

Moving to mediated

— Making a new workflow for
streaming video access —

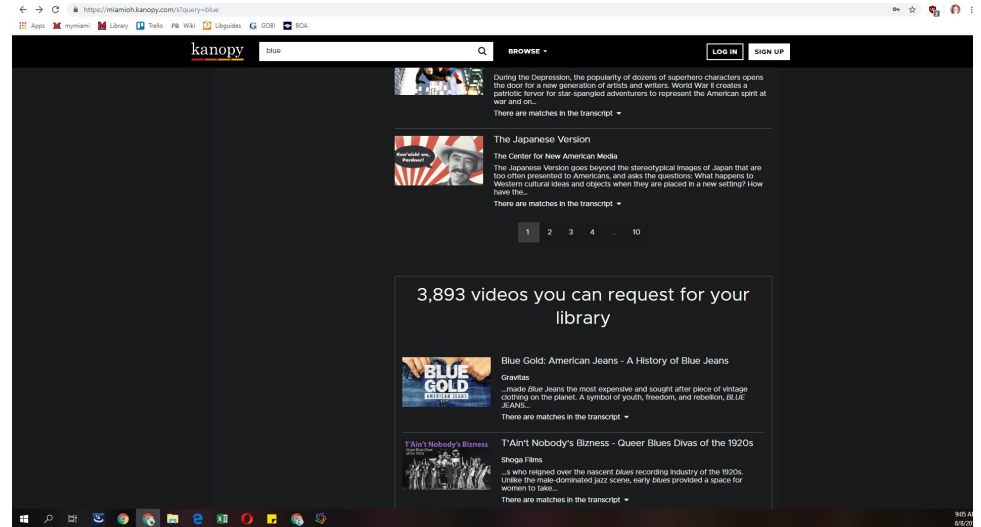
Overview

- Background
- Internal Communication
- External Communication
- Data Dive
- Lessons learned



Background

- Why change?
- Complications
- Budget Structure
- Communication



Internal Communication

- **Develop basic procedures**
- **Tools available**
- **Split up procedure by audience**
 - **Acquisitions & Renewals**
 - **Selectors (complete version)**
 - **Selectors (lite version)**
 - **Cataloging**
- **Getting additional inputs**
 - **Acquisitions & ER**
 - **Collection Development & Management group**
 - **Subject groups**
 - **Cataloging**



Complete list of leased videos: Kanopy & Swank...



File Edit View Insert Format Data Tools Add-ons Help [Last edit was seconds ago](#)



L587

	A	B	C	D	E	F	G	H	I	J	K
1	bib	"001"	Film II	Title	Pre	Lease End	Previ	Previ	Vendc	Class	Cataloging Stat
573	b47489376	kan7554432	7554432	Transit	1 year	20210812	HUM	150	Kanopy	RUS 450/G	Active
574	b47784866	kan11283918	11283918	Street Fight	1 year	20210825	HUM	150	Kanopy	JRN 102E	Active
575	b48751881	kan114949814	11494814	Tangerine	1 year	20220125	HUM	122.5	Kanopy	ARC 405V	Active
576	b49423617	kan11590623	11590623	Spellbound	3 years	20240506	HUM	350	Kanopy	JRN 102	to be cataloged
577	b48717277	kan11614084	11614084	Goddesses of Food	1 year	20220113	HUM	122.5	Kanopy	SOC/WGS	Active
578	b49320567	kan11828400	11828400	Murderball	3 years	20240413	HUM	350	Kanopy	EDP 272	Active
579	b48751893	kan11847749	11847749	Unbreathable	1 year	20220125	SOC	150	Kanopy	IES 211	Active
580	b4875187x	kan11910622	11910622	Hiroshima Mon Amour	1 year	20220125	HUM	150	Kanopy	ARC 405V	Active
581	b48798745	kan11978234	11978234	The Hole	3 years	20240225	HUM	285.8	Kanopy	FST249	Active
582	b48835675	kan11978351	11978351	The Cranes are Flying	1 year	20220311	HUM	150	Kanopy	HST 375	Active
583	b47247721	swa0030151	0030151	180 Degrees South: Cor	1 year	20220331	MIA	167	SWANK	renewal	Active
584	b47246327	swa11121	11121	Midnight Cowboy	1 year	20220331	OHM	167	SWANK	renewal	Active
585	b47246406	swa1188	11188	West Side Story	1 year	20220331	MIA	167	SWANK	renewal	Active
586	b47246352	swa12696	12696	True Love	1 year	20220331	MIA	167	SWANK	renewal	Active
587	b47246364	swa14380	14380	Big Night	1 year	20220331	MIA	167	SWANK	renewal	Active

+ **List of all leased titles** Swank leases



Outline: External Communication

- **Background**
- **Communication Strategies & Outcomes**
 - **Challenges, Lessons Learned & Updates**
- **Benefits**

- **Populations**
 - **Faculty**
 - **Students**
 - **More**

Faculty & Students: Background & Effects

- **Background**

- **Timing of communication**
- **Another video access workflow**
- **Complete request forms**

- **Effects**

- **Slowed process**
- **New demands on video requestors**
- **Increased communication**
- **No more “free” movies**

Faculty: Communication Strategies

- **Email**
 - Standard, structured from Dean of Libraries
 - Standard, structured from Liaisons
 - Unstructured from Liaisons
- **Department Meetings**
- **Information conveyed**
 - Costs & budget concerns
 - Longer time to process requests
 - Contact Liaison

Faculty: Lessons Learned & Updates

- **Plan strategic communication**
- **Documentation**
- **Ask for questions & feedback**
 - **Identify concerns & resolve**
- **Assess / Improve**

Students: Communication Strategies & Outcomes

- **Strategies**
 - **No communication to students**
 - **Direct to public library**
- **Outcomes**
 - **Confusion**
 - **Acceptance**
 - **Work-a-round**



"Confusion" by Bradley.Johnson. is licensed under CC BY-NC-ND 2.0

Liaisons: Outcome, Challenge & Benefit

- **Outcome**

- Thanks to Cara, we understood the Kanopy mediated model workflows & took responsibility for responding to faculty requests

- **Challenge**

- Classes cross-referenced across multiple departments

- **Benefit**

- Improved communication & collaboration
- Reduce re-work

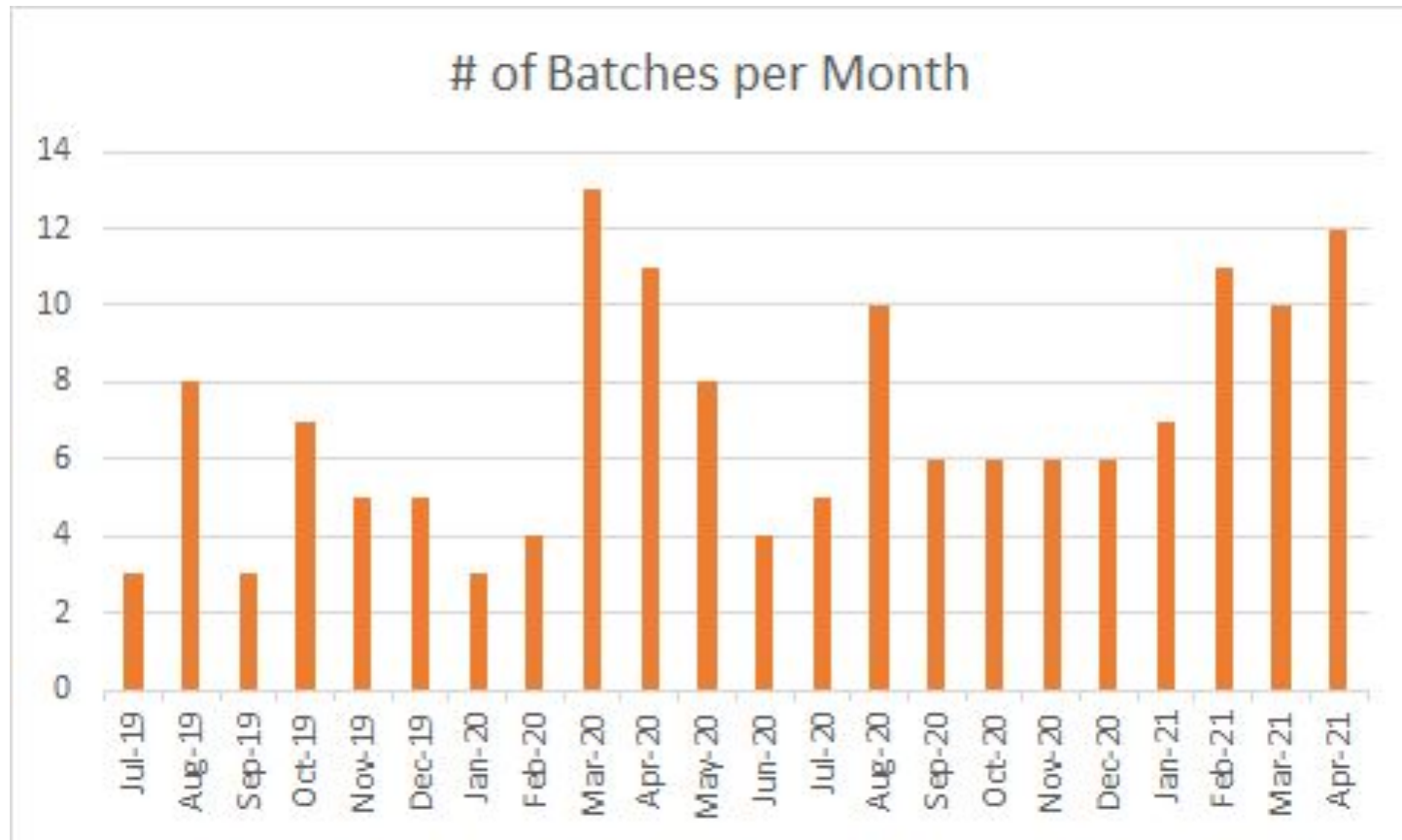
Benefits

- **Improved relationships**
- **Better communication**
- **Deeper understanding of others' work**

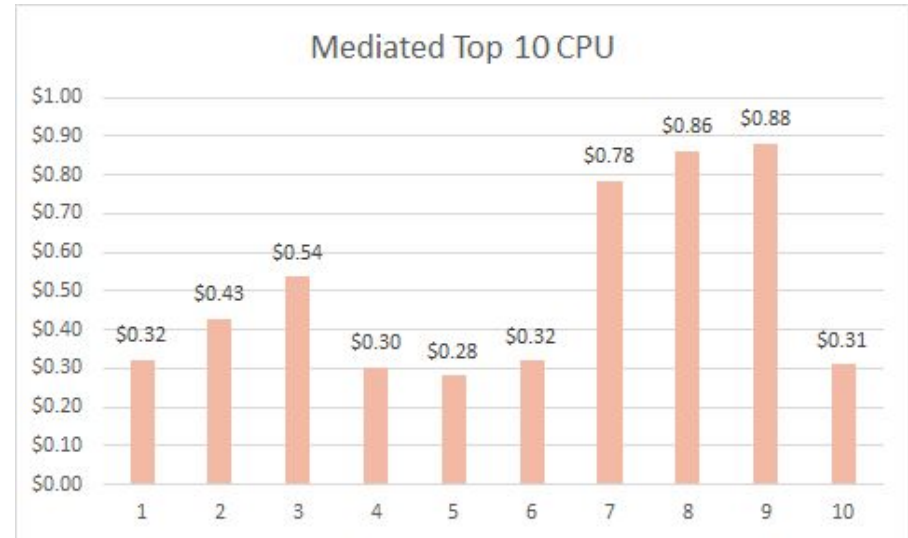
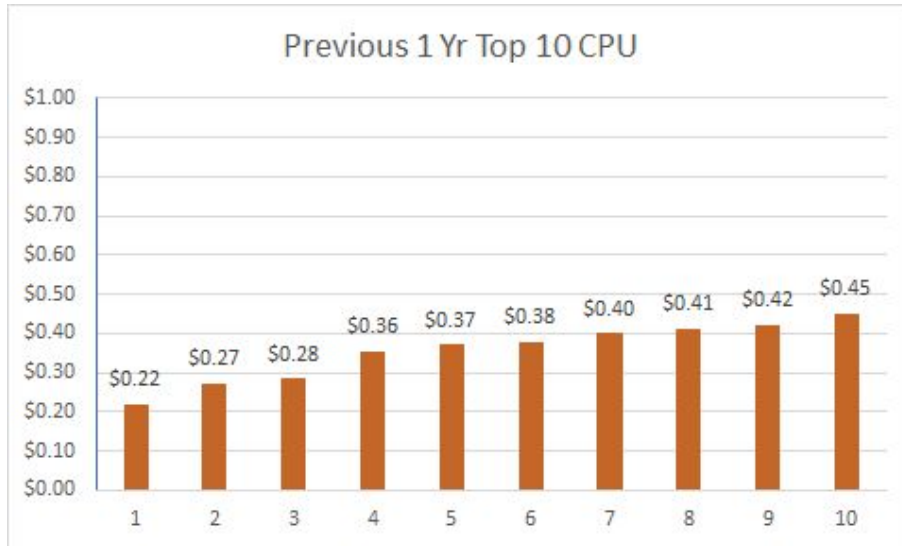
Expenditures: CPU

	FY15	FY16	FY17	FY18	FY19	FY20
Leases	74	110	229	384	641	292
Cost	\$9,990	\$14,850	\$30,915	\$51,840	\$86,535	\$55,682
Plays	2,029	5,298	12,916	17,131	24,484	25,870
CPU	\$4.92	\$2.80	\$2.39	\$3.03	\$3.53	\$2.15

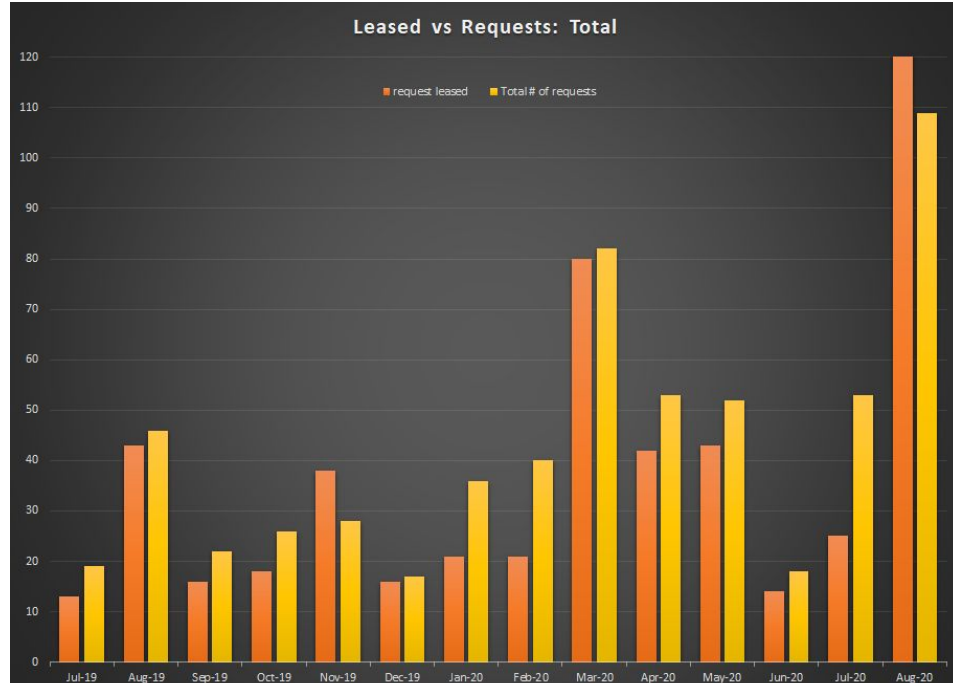
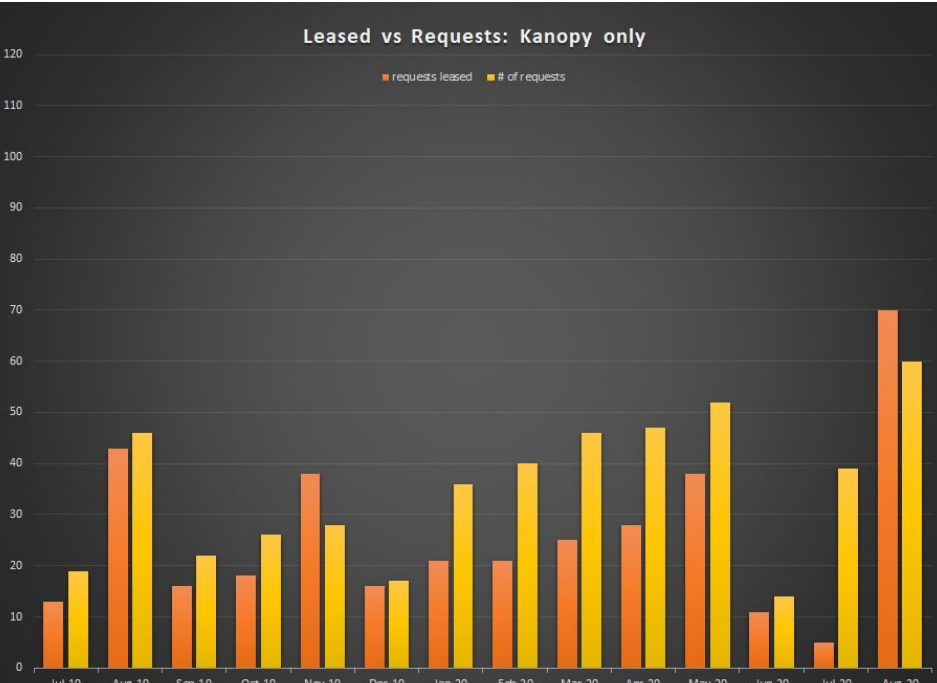
Order batches



1 year PDA vs 1 Year Mediated



Leased vs Requests



Lessons Learned

- **Challenges & tips**

- **UI changes**
- **Increased workload**
- **Tools**

- **Changes**

- **Bib record updates**
- **Sheet updates**
- **Communication**

Contact Information

Cara Mia Calabrese
Acquisitions & Access Librarian
calabrcm@miamioh.edu

Anna Liss Jacobsen
Medical & Research Services Librarian
annaliss@uw.edu