

On the Same Team:

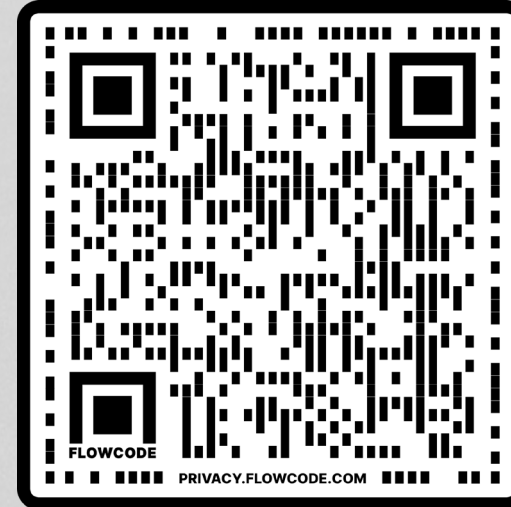
Technical Services and Student Success Tackle Textbook Affordability



ACRL Conference | March 16, 2023

Outline

- Introduction and Background
- E-textbook Collection: Creation, Development, and Sustainability
- Technical Services Workflow
- Assessment
- Conclusion/Next Steps
- Q&A



Introduction and Background

- Illinois State University
 - Public, 4-year institution
 - 21,000 students, 18,000 undergraduates
 - Focus on student success & affordability
- Milner Library's eTextbook program
 - 2020 – multiple factors
 - The pandemic
 - New librarians
 - CARLI Counts program
 - Spring 2021 eTextbook pilot



E-textbook Collection

- **Concerns about collecting assigned texts**
- **Benefits of e-textbooks in collections**
- **Limitations on licensing options for e-textbooks**
- **Need for an iterative workflow**

Technical Services Workflow

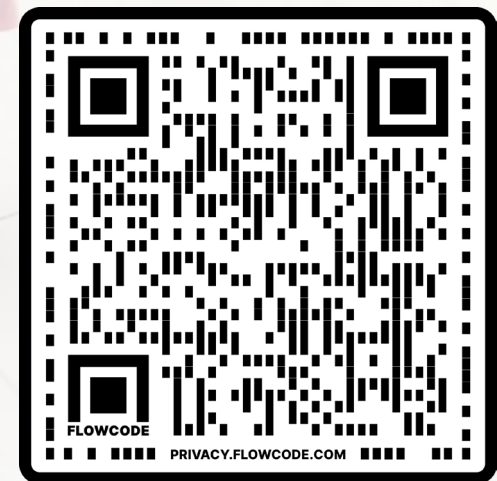
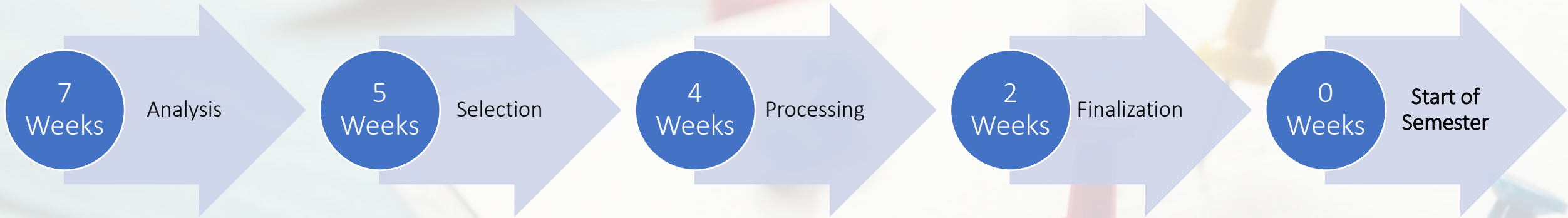
- **Pilot Project – Spring Semester 2021**
 - **Goals:**
 - Textbooks Available before spring semester start
 - Incorporate surveys and focus groups
 - **Challenges**
 - Availability of Assigned Textbook List
 - IRB Approval
 - Migration to Alma
 - Personnel

Technical Services Workflow



- **Workflow Creation**
 - Identified stakeholders and timelines
 - Drafted process
 - Revised and gained consensus
 - Implemented for fall '21
 - Reviewed and revised

Technical Services Workflow



Technical Services Workflow

The background of the slide is a soft-focus image of a calendar page. Several colorful pushpins (red, yellow, blue, green) are pinned to the calendar grid, which shows dates like 14, 15, 22, and 29. The overall tone is light and professional.

- Iterative Workflow Refinement
 - Reflection
 - Continue to involve stakeholders
 - Buy-in from library administration
 - Workflow as a living document

Assessment

- **Fall 2020: Planning and Implementation**
 - Spent ~\$8000
 - Provided 65 e-textbooks to 135 sections of 68 courses
 - Saved 2,000+ students about \$144,000
- **Spring 2021: Surveys and Focus Groups of Faculty and Students**
 - Surveyed 426 students (~20% response rate) and 23 instructors (~40% response rate)
 - Focus groups with 15 students and 11 faculty members

Assessment

- **Spring 2021: Survey and Focus Groups**
 - Highly popular with both students and faculty
 - Both groups wanted to use e-textbooks in future semesters
 - **Themes:**
 - It's an equity issue
 - Students believed they were reading more and learning more
 - Less stress for everyone
 - Accessibility & portability facilitate learning
 - E-textbooks are easy to use
 - Keyword searching saves time
 - Abundant student goodwill

Assessment

- Spring 2022: Analysis of usage, quality and persistence
 - E-textbooks used by participating courses – 44 title requests/month
 - E-textbooks assigned to non-participating courses – 2.2 title requests/month
 - Other e-books in collection – 0.5 title requests/month
- E-books selected as textbooks were more likely to be included on RCL lists (13% vs 7%), and more likely to be designated OAT (1% vs 0.5%)
- 18% of e-textbooks assigned to date had been assigned at least twice

Assessment

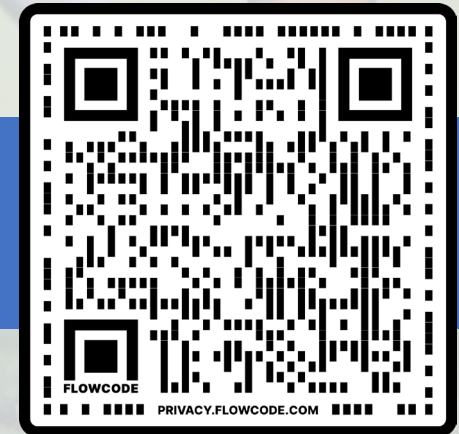
- **Fall 2022: Analysis of historical textbook data for title persistence**
 - Found 10,000+ unique editions of ~8,500 unique works
 - About 55% of unique editions were used for multiple semesters
 - If an edition was used more than once, it was used for an average of 4.6 semesters.

Conclusion/Next Steps

- Existing and Potential Partnerships
- Using an Existing Workflow to Create a New One
- Elevating the Work of Technical Services

Workflow (CC BY):

<https://ir.library.illinoisstate.edu/mlp/32/>



Reporting

- **Workflow:** <https://ir.library.illinoisstate.edu/mlp/32/>
- Scott, Rachel E., Mallory Jallas, Julie A. Murphy, Rachel Park, and Anne Shelley. “**Exploring Faculty Perspectives on Text Selection and Textbook Affordability.**” *College & Research Libraries* 84, no. 2 (2023): 180–202. <https://doi.org/10.5860/crl.84.2.180>.
- Scott, Rachel E., Mallory Jallas, Julie A. Murphy, Rachel Park, and Anne Shelley. “**Assessing the Value of Course-Assigned E-Books.**” *Collection Management* 47, no. 4 (2022): 253–71. <https://doi.org/10.1080/01462679.2022.2068465>.
- Murphy, Julie, Mallory Jallas, Rachel Park, Rachel E. Scott, and Anne Shelley. “**Library-Provided e-Textbooks Boost Student Success: Summer 2021 Campus Report.**” <https://ir.library.illinoisstate.edu/mlp/30/>.
- Murphy, Julie, Mallory Jallas, Rachel Park, Rachel E. Scott, and Anne Shelley. “**Textbook Affordability and Student Success: Results of a Student Survey.**” Under review.

Questions?

Thank You

Mallory Jallas | Student Success | mrjalla@ilstu.edu

Julie Murphy | Collection Assessment | jamurph@ilstu.edu

Rachel Park | Electronic Resources | rmpark1@ilstu.edu

Rachel Scott | Administration | rescot2@ilstu.edu

Anne Shelley | Scholarly Communication | aeshell@ilstu.edu